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SEL

A goal-oriented and flexible person who can accept constructive feedback and then rectify any shortcomings. I am super energetic with a passion for not just achieving but exceeding targets. Proven academic and curricular achievements and possess the right technical and soft skills required to assist the organization achieving to achieve its goals and objectives.

## PROFESSIONAL EXPERIENCES

### **1. Accountant – Contract Intake Specialist at E2OPEN MALAYSIA SDN. BHD.**

May 2022 – Present

Key responsibilities:

- The Contract Intake Specialist main objective is to effectively support the Shared Services team with day-to-day contract validation and review process to support billing and revenue recognition.  
Day-to-day support of Global Shared Services:
- Keep contract and billing data up to date and accurate which matches with Pricebook, this is being uploaded into Netsuite – Contract information which includes, but not limited to SKU data, billing data, ARR, etc. updated into Netsuite to support billing and revenue recognition, as well as interfaces to Salesforce to support key reports such as ARR.
- Ensure Renewal data is up to date and accurate and making sure it is captured into Netsuite.
- Assist with documenting and keeping documentation updated with the latest information related to key reports and process.
- Find and recommend ways to simplify, optimize and automate processes to improve data and accuracy
- Cross-train with other team members to act as back-up when needed
- Support ad hoc projects



- Communicating directly with Sales Representatives, Finance and within accounting team (Billing and Revenue Recognition)
- Creating/updating Finance ARR Reports
- Reviewing finance required reports, and communicating any corrections as needed

## **2. Skilled Sales Support Administrator (Australia Contract) at NTT GSSC Malaysia.**

August 2021 – May 2022

### Key responsibilities:

- Processes orders for materials or merchandise from sales staff or direct customer contact. Maintains customer files with sales contracts and other information. Gives price quotations, completes order sheets and checks the price and quantity of each item listed. Distributes order sheets to respective departments. May coordinate with departments regarding order status, shipping dates, prices, product availability and back orders.
- Contribute to operational sales effectiveness by establishing relationships with vendors and coordinating everyday interactions, queries and general information sharing with them.
- Influence the price and margin, by suggesting different products dependent on lead times, promotions, alternative suppliers, and programmes
- Coordinate obtaining information on the most current vendor pricing conjunction with commercial colleagues and ensure access to vendor pricing.
- Administer general sales related documentation through receiving, labelling, sorting, filing, and distributing as is required.
- Capture data and maintain systems as is required by the sales process and sales team also provide administrative support to the sales force when it is required.
- Identify and recommend improvements to sales administration processes.



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## EDUCATIONAL BACKGROUND

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### **BACHELOR OF ARTS IN ENGLISH**

Major: English Linguistics

Universiti Putra Malaysia

**CGPA: 3.189 (2<sup>nd</sup> class Upper)**

### **DIPLOMA IN TEACHING ENGLISH AS A SECOND LANGUAGE (TESL)**

Universiti Sultan Zainal Abidin

(UNISZA)

**CGPA: 3.15**

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## SUCCESSFUL STORIES

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1. Received CBS Award Month of May 2018 – for playing crucial part in demonstrating the BT Value “Simple”.
2. Got recognition as a Bronze for Continues Improvement (CI)
3. Top Upsell - Premium Product Sales Challenge (2012)
4. Became the lead "go-to" person for new executive and particularly challenging calls as one of the company's primary mentors/trainers of both new and established employees.

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## PROFESSIONAL TRAINING

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1. Optimal Coaching for Leader
2. Motivation in the Workplace

### **3. Senior Contract Renewal Administrator (APAC Region) at NTT GSSC Malaysia.**

March 2021 – August 2021

Key responsibilities:

- Responsible for renewing, up-selling, and closing of maintenance/service/license contracts for assigned region or account. Increases renewal sales for assigned region or account(s). Demonstrates knowledge of the organization's various products and maintenance contracts. Educates customers on business practices and associated contractual implications. Ensures customer awareness and understanding of applicable product elements. Must meet sales objectives such as quota and productivity requirements. Maintain account team relationships and transfers leads as appropriate.
- Provide administrative services and support activities relating to Service Renewals
- Assist with quote to order processes, basic system support, filing and general administrative functions
- Ensure that the queries from Renewal Sales regarding renewals are adequately addressed, enabling effective client and contract retention

### **4. Order Manager Lead/Contract Specialist at BT Systems Malaysia Sdn Bhd (DHL Contract APAC/EMTO)**

Apr 2019 – January 2021

Key responsibilities:

- Manage, mentor, and develop an Order Management team consist of 4 Order Managers.



3. Customer Contact Centre Operations Manager Workshop
4. Leading the People of Tomorrow Today

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## PROJECTS AND ACHIEVEMENTS

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### 1. **Handled Mentor-Mentee program:**

- Seeks opportunities to help the mentee practice and develop key skills for the future
- Motivates, advises, and supports whilst empowering the mentee to make their own decisions and take responsibility for their own actions and development

### 2. **Pilot Team for Customer Contact Center(CCC) Interaction Tools or known as (CIT)**

Involved with Process & Project Team as Pilot team in ensuring CCC INTERACTION TOOLS (CIT) is updated correctly / user friendly and reliable before it goes live for CCC usage.

Before implementation, Staff must key in manually the data while handling customer inquiry which drag their handling time. After implementation, it became a guideline and reference for the staff

- Jeopardy management for SRs in order/delivery stage: New SR approved, order submission.
  - Provide daily report based on order tracker which is updated by Service Request Management team (SRM).
- Review quotes upon customer approval.
  - To check on the correct information and validity of the quotes
- Order Manager Assignment based on Order Manager (OM) availability and utilization upon customer approval.
  - Receiving new order from DHL customer and doing the validation until assigning the order to OM.
- BT Integrator (BTI) single point of contact for DHL team.
  - Ordering platform system name BTI which is related to the compliance and commercial part.
- Work closely with Project Manager on the status of implementation and Service Handover Form (SHF).
  - For any project completion, I need to make sure all the implementation is completed with customer's acceptance.
- Push SR to bill and perform billing validation to ensure SRs are billed accurately and on time.
  - Managing the push to bill process and billing validation until price line creation for billing purpose also for inventory.
- Ensure inventory update is done accurately and on time.
- First point of escalation for SRs in order/delivery stage.
- Ensure key documents are stored in G Drive/Sharepoint.
- Ensure Standard of Procedure (SOP) is up to date.

### 5. **Service Request Manager at BT Systems Malaysia Sdn Bhd** Sept 2015 – Mar 2019

- To manage existing CDS internal and external customers' request for pricing
  - Receive and long incoming request
  - Raise pricing request in appropriate BT or 3rd party pricing tools
  - Create Price offer sheet as per pricing guidelines
  - Keep BT Internal tracking tool up-to date with customer general and technical information
  - Keep respective Request Manager tool up-to date





**Reference 1 :**

**Upon request.**


- Create Proposal upon receipt of customer approved Pricing Sheet
- Keep agreed SLAs
- To manage existing CDS internal and external customers' request for ordering
  - Receive and long incoming request
  - Validate customer requests as per clean order check
  - Raise order in BT Internal or 3rd party ordering tool
  - Follow up order till the end of its life cycle
- Asset Inventory Management
  - Record all the inventory items for contract.
  - Update the inventory list
  - Manage the maintenance expiry and renewal
  - Provide the correct process for inventory management
  - Maintain the commercial inventory tracker for billing purpose
- Act as a point of contact for Account, Technical Design, Bid Management, Bid Implementation Management and Service Delivery Teams
- Capable on part of Lead to Cash process, manage and oversee the respective operation (SRM, delivery, inventory management)
- Good knowledge on reporting skill and able to manage contract master tracker and SR queue.
- Knowledge and experience on BT ordering & billing process (CPECOE, BTI, SQE, BSO)
- Able to speak with end customer and suppliers whenever required.

**6. Acting Team Manager at Measat Broadcast Network Systems Sdn. Bhd**

June 2014 – Sept 2015

- **Duties towards Contact Centre (Management):**
  - Manage day to day operations including clearing Service Request, floor manager, conduct team briefing, coaching, check on staff default, call monitoring, etc.
  - To maintain and manage the Service Level Performance at real-time and action team during crisis time on operation





in view of surge in transaction in Contact Center (ensure reporting and escalation process in to the related party on all operations situations.

- Handled escalated cases with objectives of resolving customer's issue efficiently and in a timely manner

#### **7. Acting Quality Assurance at Measat Broadcast NetworkSystems Sdn. Bhd**

Sept 2012 – June 2014

- Assist QA Team Lead with the coordination of audit information, and recommends appropriate data gathering mechanisms.
- Monitoring operation staff at VT / ACD on their quality performance via call evaluation and data accuracy checks.
- Educate existing staff about quality awareness, stressing on compliance and non-compliance in meeting the required quality standard, depending on the output of each audit.
- Carry-out coaching and close monitoring for those staff that has registered low quality performance.
- Monitors the trending of each staff on their quality performance progress.

#### **8. Customer Service Executive at Measat Broadcast NetworkSystems Sdn. Bhd**

Nov 2011 – Sept 2012

- To attend to customer's inquiries, orders, requests and complaints via the Customer Service Hot line and other contact modes.
- To liaise with other units and departments for quick and efficient resolutions of subscriber's queries, issues, problems and complaints.
- To support the organization towards the goal of achieving high customer satisfaction level by ensuring the smooth functioning and excellent customer service delivery.

#### **9. Proton Edar, Sales Advisor at Ramaco Motor Sdn. Bhd**

May 2011 – October 2011