

Muhammad Amier Nazrin Jailani

Revenue Operations & Systems Builder | Sales, Automation & Partnerships

Kuala Lumpur, Malaysia | +6019-3486701 | nazrinjai@gmail.com

linkedin.com/in/nazrinjai | portfolio-amier.netlify.app

PROFESSIONAL SUMMARY

Commercial operator who both sells and builds. Over two years driving revenue across retail and multi-channel partnerships while designing the automation, dashboards, and internal systems that make growth repeatable. Fluent in Google Apps Script, Microsoft Excel (Pivot Tables, Power Query), SQL, and dashboard tools including Tableau. Track record of shipping internal tools from scratch — CRMs, enrolment pipelines, reporting automations, and web dashboards — without a dedicated developer. Comfortable working across sales, operations, finance, and external partner stakeholders.

KEY SKILLS

Commercial: Sales pipeline management, outbound and inbound outreach, B2B / B2B2C / B2G2C partnerships, stakeholder engagement, account development

Revenue Operations: Workflow automation, CRM design, lead scoring, reporting automation, process optimisation, sales enablement

Technical: Google Apps Script, Google Sheets, Microsoft Excel (Pivot Tables, Power Query), SQL, Python, HTML/JavaScript, Tableau, Supabase, HubSpot

Analytical: Data cleaning, dashboard development, pipeline reporting, forecasting, cohort analysis

PROFESSIONAL EXPERIENCE

Sales Team Lead — Partnerships & Revenue Operations — Excelerate Sdn. Bhd., KLJul 2024 – Present

Sales & Partnerships

- Run end-to-end pipeline across SME and public segments, from prospecting through conversion, contributing to a 30% improvement in outreach quality through better data segmentation.
- Develop and execute partnership pipelines across corporate and government-linked programmes, aligning training solutions to organisational workforce needs.
- Manage relationships with multi-stakeholder delivery partners to bring upskilling initiatives to end learners.

Revenue Operations & Systems

- Built and automated enrolment and tracking workflows on Google Sheets and Apps Script, saving over 50 hours per month across the operations team.
- Designed real-time dashboards for sales and enrolment tracking, giving leadership live visibility into performance and reducing weekly reporting turnaround by approximately 45%.
- Structured and maintained over 50,000 sales and learner records to ensure clean, audit-ready data across intake, delivery, and finance handoffs.
- Built internal tools from scratch — including a Partnerships CRM web app, an outbound CRM prototype with lead scoring, and reporting automations — without a dedicated developer, improving operational productivity by up to 65%.

Senior Customer Service Officer — United Overseas Bank (UOB), Kuala Lumpur Feb 2023 – Oct 2023

- Handled approximately 60 cases per day while maintaining strict accuracy in record-keeping and regulatory reporting.
- Supported fraud and credit investigations through accurate case data logging, ensuring compliance with the bank's data entry and audit standards.
- Contributed feedback that improved CRM data quality, resulting in cleaner records and more reliable escalation tracking.
- Promoted digital banking tools through client education, tracking feature adoption trends and customer usage patterns.

Content Moderator — ByteDance, Kuala Lumpur Jun 2020 – Jun 2021

- Reviewed and categorised over 1,000 media items daily against detailed compliance criteria and metadata standards.
- Maintained structured moderation logs, contributing to a reported 65% productivity improvement in the moderation workflow.
- Collaborated with the quality audit team to refine policy application and enhance reporting on violations and trends.

EDUCATION

Bachelor of Education (TESL), Universiti Putra Malaysia 2015 – 2019

CERTIFICATIONS & PROFESSIONAL DEVELOPMENT

- Data Analytics Bootcamp — General Assembly (via Excelerate), 2024
- Agentic AI Launchpad — Excelerate, 2025

REFERENCES

Erica Yong — Head, Growth and Retail, Excelerate Sdn. Bhd.

+60 12-972 1810 | ey.masquita@gmail.com

Mohamad Saddam Bin Mustapa — Manager, Learning Success, Excelerate Sdn. Bhd.

+60 12-346 3674 | saddam@excelerate.asia