

Make It All Media

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1001 - CoFounder, Technical Liaison and Chief Revenue Officer

Job Title

1001 - CoFounder, Technical Liaison and Chief Revenue Officer (CRO)

Location

Remote, from USA time zones.

Occasional travel to - ♦ MIAM Technology PVT LTD - Kathmandu / Lalitpur / Kusunti, Nepal.

Company Overview

Make It All Media LLC (Texas, USA)(DBA Make It All Teams) is a technical consultancy and media production company.

M.I.A.M. Technology Private Limited is a Nepal-based subsidiary of Make It All Media LLC (Texas, USA). MIAM operates in the Business Processing Outsourcing (BPO) and Knowledge Processing Outsourcing (KPO) sectors, serving global clients through Teams as a Service (Taas).

Role Summary

The Technical Liaison and CRO serves as the primary bridge between customers, internal technical teams, and management. This role will initially be aiding in primary market research, customer acquisition efforts and various startup business operations. Long term, this role will be primarily responsible for translating customer needs into technical requirements, coordinating project execution, ensuring delivery quality, and maintaining strong customer relationships. The position requires both technical understanding and strong communication skills and is critical in the technical consulting and startup environment where individuals must accept multiple responsibilities and “wear multiple hats”.

Key Responsibilities

Customer & Stakeholder Engagement

- Act as the primary technical point of contact for customers
- Outbound lead generation, prospect research, sales funnel creation, maintaining prospect lists and contact databases
- Inbound lead generation, primarily brand presence creation and maintenance
- Lead technical discovery calls and clarify customer needs
- Communicate technical concepts clearly to non-technical stakeholders
- Manage expectations, timelines, and scope with customers

Requirements & Translation

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- Gather, analyze, and document functional and technical requirements
- Translate business objectives into actionable technical tasks
- Prevent scope creep by maintaining clear documentation and approvals

Technical Oversight

- Review technical designs and deliverables for quality and alignment
- Coordinate with engineers, contractors, and vendors
- Escalate risks, blockers, or misalignment early

Project Coordination

- Support project planning, scheduling, and milestone tracking
- Ensure deliverables meet customer and internal quality standards
- Assist in process improvement and documentation

Internal Collaboration

- Bridge communication between sales, engineering, and leadership
- Support onboarding and mentoring of USA side junior staff
- Support the execution of various aspects of the business as needed (i.e. Accounting, consulting with lawyers and tax advisors, recruitment...)
- Uphold ethical, confidentiality, and professionalism standards
- Promote core values of Teamwork, Excellence, Service and Integrity (TESI)

Required Qualifications

- Willingness to “wear multiple hats”, being responsible for various aspects of the business, to learn and to grow to meet new challenges as needs arise
- Prior professional technical and sales experience
- Proficiency in English speaking and writing
- Strong organizational and documentation skills
- Proficiency with office productivity tools (e.g., Google Docs, Google Sheets, or similar)
- Ability to operate in a fast-paced startup environment
- Ability to handle sensitive information with confidentiality and integrity

Recommended Qualifications

- Experience in sales, customer relations, branding, or business development
- Experience working with international teams or working internationally for USA companies
- Experience working in an IT or technology-focused company
- Experience working with USA based entrepreneurs
- Familiarity with CRM systems (i.e. HubSpot, Salesforce, Zoho, Pipedrive)

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- Experience working with project management tools like (<https://www.atlassian.com/software/jira>)
- Experience working with requirements management software (i.e. <https://www.jamasoftware.com/>)
- Programming experience in Python or lower level SW (i.e. Java, C++, Assembly...) - multi-level experience preferred.
- Sales education and Technical experience or Technical education and sales experience
 - Bachelors of Science in a Sales related field (and 5+ years of experience in Technical / IT / Engineering related roles)
 - Bachelors of Science in an Engineering related field (or 5+ years of experience in a sales / marketing related role)

Success Metrics

- Customer acquisition, satisfaction and retention
- On-time, on-scope project delivery
- Reduction in miscommunication and rework

Employment Terms

- All employees are subject to a probation period of up to 180 days
- Performance evaluations are conducted quarterly and may impact role continuation, compensation, or promotion.
- Ethical, confidentiality, and professionalism standards shall be upheld according to the Make It All Media LLC HR Handbook.



**Make It All Media LLC
(USA)**



**M.I.A.M. Technology Pvt. Ltd
(Nepal)**

Employment is governed by the Texas Workforce Commission and federal FLSA. Make It All Media LLC and its subsidiaries are equal opportunity employers and do not discriminate based on caste, gender, religion, age, or disability.