

# ALISHA VERMA

## Team Leader

### CONTACT

- 9369450155
- [aishaverma8840486948@gmail.com](mailto:aishaverma8840486948@gmail.com)
- Lucknow, Uttar Pradesh

### PROFILE SUMMARY

**Results-driven Team Leader** with a proven record of **delivering exceptional customer support and managing high-performing teams**. Skilled in conflict resolution, team coordination, and client communication, ensuring superior customer satisfaction and operational efficiency. Experienced in conducting training sessions to develop team capabilities, enhance service quality, and maintain a positive, collaborative work environment.

### EDUCATION

- 2022 - 2024**  
**JAIN UNIVERSITY**
  - Master of Business Administration
- 2018 - 2022**  
**SHRI RAMSWAROOP MEMORIAL GROUP OF PROFESSIONAL COLLEGES**
  - Bachelor of Technology

### SKILLS

- Multi-tasking
- Technical Skills
- Teamwork
- Time Management
- Leadership
- Effective Communication
- Data prospecting and entries

### LANGUAGES

- English : Fluent
- Hindi : Fluent

### WORK EXPERIENCE

#### **Team Leader – Support Operations | EduGorilla | 2023 – Present**

- Customer Interaction:** Provided outstanding support by promptly addressing client inquiries and resolving issues, showcasing excellent communication skills and a strong commitment to customer satisfaction.
- Team Coordination:** Supervised and inspired a diverse team, promoting collaboration and a positive work environment that enhanced overall team productivity and performance.
- Conflict Resolution:** Handled and resolved escalated concerns with composure and professionalism, ensuring customer satisfaction and maintaining healthy client relationships.
- Training and Development:** Organized and delivered training sessions to strengthen team skills and knowledge, enabling members to provide exceptional service and efficiently manage diverse customer situations.

#### **Manager of Instructor Care | uCertify Pvt. Ltd | 2022 – 2023**

- Global IT Course Sales and Outreach:** Managed sales and outreach for IT and Computer Science courses across universities in the USA, Canada, and the UK through cold calling and email campaigns, working across both B2B and B2C segments.
- Lead Generation and Market Research:** Generated qualified leads via the company website and LinkedIn, conducting market research to identify key prospects and drive customer interest.
- Customer Engagement and Solutions:** Regularly engaged with customers to understand their needs, address concerns, and provide tailored solutions to enhance satisfaction.
- Relationship Building and Communication:** Leveraged strong communication and interpersonal skills to develop and maintain lasting relationships with clients and team members.