

# SUMMARY

To secure a position in a reputed organization where I can contribute my knowledge and skills toward organizational growth, while continuously learning and evolving in my professional journey. I bring experience in managing client relationships, identifying training needs, and implementing effective learning solutions that drive performance and business success

# EXPERIENCE

## Sales Executive Sep 2021 – Feb 2022

SILARIS, New Delhi

- ❖ Sales Executive

## Line Trainer Feb 2022– Sep 2022

- ❖ NHT batches

## Trainer Sep 2022 – Jul 2024

JINDAL INTELLICOM, New Delhi

- ❖ Conducted training sessions on new hire onboarding, product knowledge, sales techniques, and customer service skills
- ❖ Developing the SOPs
- ❖ Developing and maintaining training materials, manuals, and other resources
- ❖ Aligned training content with business needs and objectives by collaborating with cross- functional teams
- ❖ Involved in monitoring trainee performance and providing coaching and feedback
- ❖ Analyzed and improved training programs
- ❖ Contributed to the development and implementation of process improvement initiatives
- ❖ Maintaining continuous education and refresher training sessions to reinforce learning and enhance professional development
- ❖ Handled 4 processes Otis, Emoha, Meesho and Zupee
- ❖ Certification throughput has always been more than 95%.
- ❖ Developed Knowledge Management Systems for the process. Creating the process flow / decision tree for the NHBs.
- ❖ Preparing daily, weekly reports.
- ❖ Conducting TNI Sessions, refresher sessions and preparing SKT's for process improvement.
- ❖ Met client expectations in terms of delivering batches, sharing timely reports and efficacy of the batches.
- ❖ Attending calibration with Internal & External stakeholders.

## Senior Trainer Nov 2024 – Oct 2025 Present

ILEADS AUXILIARY SERVICES PVT LTD, NOIDA

- ❖ OJT Management: Monitored and guided OJT performance through live feedback, coaching, and performance tracking to ensure production readiness.



Alisha Sharma



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# SKILLS

- ❖ Communication Skills
- ❖ Subject Matter Expertise
- ❖ Presentation Skills
- ❖ Facilitation & Engagement
- ❖ Feedback & Coaching
- ❖ Excel and PowerPoint

# LANGAUGES

- ❖ English
- ❖ Hindi
- ❖ Punjabi

# HOBBIES

- ❖ Reading Books
- ❖ Travelling
- ❖ Learning new things

# EDUCATION

- ❖ 10th – CBSE Board
- ❖ 12th – CBSE Board
- ❖ Graduation – Chandigarh University (Distance Learning)

# PERSONAL INFO.

- ❖ Name – Alisha Sharma
- ❖ Father name – Govind sharma
- ❖ Marital status – Single
- ❖ Languages Known – Hindi and English
- ❖ Location/City – New Delhi

- ❖ Training Content Management: Led design and periodic updates of training modules, process guides, and soft skills content aligned with business needs.
- ❖ SOP Standardization: Created and implemented training SOPs to drive consistency, clarity, and accountability across all programs.
- ❖ Training Need Analysis (TNI): Identified skill gaps and training requirements through performance analysis and stakeholder collaboration.
- ❖ Performance Improvement: Drove focused coaching sessions and improvement plans for low performers, tracking measurable progress.
- ❖ Learning Engagement: Introduced quizzes, assessments, and engagement activities to reinforce learning and enhance retention.
- ❖ Refresher & Upskilling: Conducted refresher and upskilling programs on process updates, compliance, and soft skills.
- ❖ MIS & Reporting: Maintained accurate training trackers, dashboards, and reports for leadership review.
- ❖ Cross-Functional Coordination: Partnered with Operations, Quality, and HR teams to align training strategies with business goals.
- ❖ Stakeholder Collaboration: Worked closely with operations, quality, and HR teams to align training initiatives with business goals and employee development.
- ❖ Trainer Team Leadership: Managed and mentored a team of 4–5 trainers, ensuring high-quality delivery, collaboration, and capability building.