Nasiah Dikun

Team Leader

A results-driven Team Leader with 2 years of experience in effectively managing cross-functional teams, driving process improvements, and achieving operational excellence. Adept at fostering a collaborative work environment, enhancing team performance, and implementing strategic plans to optimize productivity and achieve business objectives. Skilled at problem-solving, conflict resolution, and maintaining strong relationships with both internal and external stakeholders.

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1234 Sunshine Blvd, San Francisco, CA 94107

Education

Bachelor of Business Administration in Leadership and Management at California State University, Long Beach

Aug 2017 - May 2021

Relevant Coursework: Organizational Behavior, Strategic Management, Operations Management, Human Resource Management, Business Ethics, Financial Accounting, Managerial Economics, Marketing Principles, and Project Management.

Links

linkedin.com/in/nasiahdikun

Skills

Delegation

Motivation

Communication

Decision-making

Conflict resolution

Time management

Employment History

Team Leader at Google, CA

Apr 2023 - Present

- Led a team of 12 software engineers to successfully develop and launch a major app update, resulting in a 25% increase in user engagement and a 15% increase in revenue within the first three months of release.
- Managed and streamlined the workflow for a cross-functional team, reducing project completion time by 30% and increasing overall productivity by 20%.
- Implemented new data-driven strategies that improved customer satisfaction ratings by 18%, leading to a 10% increase in customer retention and a 12% growth in new users within a six-month period.

Assistant Team Leader at Apple, CA

Jul 2021 - Mar 2023

- Successfully managed a team of 10 employees, resulting in a 15% increase in overall productivity and a 20% reduction in project completion time for software development projects.
- Implemented new training programs for team members, leading to a 25% improvement in employee performance metrics and a 10% decrease in turnover rate within the first year.
- Streamlined communication processes between team members and other departments, resulting in a 30% reduction in miscommunication errors and a 5% increase in customer satisfaction ratings.

Certificates

Project Management Professional (PMP)

May 2022

Certified ScrumMaster (CSM)

Aug 2020

Memberships

Project Management Institute (PMI)

International Association of Teamwork Facilitators (IATF)