

Contact

sarfaraz.rafat@gmail.com

www.linkedin.com/in/rafatsarfaraz
(LinkedIn)

Top Skills

Research Skills

Administration

Accountability

Certifications

AWS Certified Solutions Architect – Associate

Project Management Foundations

Windows servers

IT operations

Publications

Microsoft Azure AZ-900

ITIL

AWS Certified Cloud Practitioner

Rafat Sarfaraz

Project Manager | MSc PM | APM | MBA HR | Seeking Project Coordinator or PMO roles| Ex Accenture| Ex Dell| Ex IBM
London, England, United Kingdom

Summary

I am an experienced professional with over 15 years spanning customer service, IT support, and project management, recently enhanced by an MSc in Project Management from Nottingham Trent University, UK, and an MBA in Human Resources. My career has been shaped by delivering operational excellence, supporting global technology teams, and ensuring exceptional customer experiences.

I am motivated by opportunities that combine technology, people, and sustainability—driving projects and services that create measurable impact. Skilled in incident management, IT service delivery, stakeholder engagement, and project coordination, I bring a blend of analytical problem-solving, structured planning, and a customer-first mindset.

Currently, I am seeking opportunities in project management, PMO, business analysis, IT support, or customer operations, where I can contribute my expertise while continuing to grow. My goal is to add value by enabling innovation, supporting business transformation, and ensuring smooth delivery of outcomes that matter to both people and the planet.

Experience

Hyatt Regency London – The Churchill
Guest Service Assistant
August 2025 - Present (3 months)
London Area, United Kingdom

Landmark Pinnacle - Cove
Office Coordinator
October 2024 - July 2025 (10 months)
Greater London, England, United Kingdom

PUTERA PUTERI LIMITED
Customer Service Specialist
July 2024 - September 2024 (3 months)
Greater London, England, United Kingdom

Nottingham Trent University
Project Manager
May 2024 - September 2024 (5 months)
Nottingham, England, United Kingdom

As a Project Manager, I led an initiative enabling Nottingham-based sustainable businesses to transition into Community Interest Companies (CICs), driving profitability and community impact. This role sharpened my skills in stakeholder engagement, strategic planning, and delivering results within tight deadlines. By aligning business growth with social goals, I successfully managed a high-impact project that strengthened both local enterprises and my expertise in leading purpose-driven initiatives.

TBS Education
Project Manager
March 2024 - March 2024 (1 month)
Toulouse, Occitanie, France

As a Project Manager, I led a team to provide strategic guidance to a nonprofit organization in France, focusing on innovative fundraising solutions for social housing initiatives in areas affected by the housing crisis. By analyzing market opportunities and recommending actionable strategies, we enabled the organization to explore sustainable funding prospects while addressing critical community needs. This role enhanced my expertise in project leadership, stakeholder collaboration, and delivering impactful solutions to pressing social challenges.

Dell Technologies
Senior Technician
March 2022 - October 2023 (1 year 8 months)
Gurugram, Haryana, India

SFDC -Omni channel user to support IT administrator of Dell Clients

Accenture in India
Cloud Analyst -Incident Manager (ITSM)
January 2018 - September 2020 (2 years 9 months)
Gurgaon, Haryana, India

Information Technology Analyst at Accenture Cloud Platform under Service desk support to work on tickets related to issues on Instances over AWS , Azure, Google and Oracle.

Dell Technologies

Senior Client Tech Support Associate

September 2014 - January 2018 (3 years 5 months)

Gurgaon, Haryana, India

Technical assistance for UK, US, Canada and Australia home and business users for software and hardware issues on Dell devices.

IBM

Operations Lead

November 2012 - August 2014 (1 year 10 months)

Gurugram, Haryana, India

Intuit- Quickbooks

vCustomer

Technical Support Engineer

September 2007 - November 2012 (5 years 3 months)

New Delhi, Delhi, India

NETGEAR

Education

Nottingham Trent University

Project Management

Sikkim Manipal University - Distance Education

Master of Business Administration - MBA, Human Resources Management/ Personnel Administration, General · (September 2010 - May 2012)

Choudhary Charan Singh University, Meerut

BCom - Bachelor of Commerce, Business/Corporate Communications · (2006 - 2009)

New Lancer's Convent

Senior secondary school, Mathematics and Commerce · (2005 - 2006)

New Lancer's Convent

Higher Secondary School, All · (2003 - 2004)