

Rafat Sarfaraz

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SUMMARY

Having recently graduated with an MSc in Project Management with experience in Project Delivery, Stakeholder Engagement, IT Service Management, Hospitality, Customer Service and Operations roles. Seeking a PMO Officer / Project Coordinator position where I can apply my skills and experiences to support efficient programme execution and continuous improvement. **I have the right to work in the UK.**

EDUCATION

MSc Project Management | Nottingham Trent University | 2023–2024

- Modules: Research Methods for Managers, Programme and Project Strategy, PM Frameworks
- Project achieved 75%: Transitioning sustainable business into Community Interest Companies (CIC)

MBA in Human Resource Management | Sikkim Manipal University | 2010–2012

- Modules: HRM, Leadership, Strategic HR, HR Analytics, Learning and Development, Employee Relations

WORK EXPERIENCE

Guest Service Assistant | Hyatt Regency – The Churchill | Aug 2025 – Present | Portman Square, London, UK

- Led daily front-desk operations, managing staff coordination and escalated service issues to ensure minimal disruption for guests
- Coordinated shift operations, meetings, and issue tracking to ensure service KPIs were met, applying strong organisational and reporting skills
- Monitored operational incidents and compliance with Health & Safety regulations, implementing preventive measures to reduce repeat issues
- Supported team development and training, promoting a customer-focused and collaborative culture

Housekeeping Coordinator | Landmark Pinnacle Cove | Oct 2024–Aug 2025 | Canary Wharf, London, UK

- Oversaw scheduling, resource allocation, and staffing rotas to ensure continuous service delivery
- Managed recruitment, onboarding, and staff performance reviews, fostering team engagement and adherence to operational standards
- Conducted post-issue reviews and implemented process improvements to prevent service disruptions
- Developed scheduling trackers and maintained performance logs using Excel and SharePoint to improve visibility of team performance
- Reported progress and risks to management, ensuring accurate updates and timely corrective actions

Customer Experience Representative | Putera Puteri | Jul 2024–Sep 2024 | Queensway, London, UK

- Acted as the first point of contact for service escalations, coordinating resolution across multiple teams
- Balanced operational priorities while maintaining high-quality customer service
- Contributed to continuous improvement initiatives by documenting issues and recommending process enhancements
- Documented incidents and process improvements, contributing to standardised reporting and better visibility across operations

Senior Technician | Dell Technologies Pvt Ltd | Mar 2022–Oct 2023 | Gurugram, India

- Maintained SLA/KPI dashboards and coordinated issue tracking to ensure service improvement goals were met
- Managed escalated incidents and operational workflows, ensuring compliance with service standards
- Achieved **100%** client satisfaction scores through structured escalation and clear communication
- Supported root cause and change management processes, maintaining compliance documentation for audits
- Supervised staff, coordinated training, and implemented performance improvement plans
- Created detailed reports on incident trends, supporting management decisions through accurate data and risk analysis

Cloud Project Management Consultant (ITSM) | Accenture | Jan 2018–Sep 2020 | Gurugram, India

- Led cross-functional teams and vendors, coordinating incident resolution and risk mitigation across global cloud environments
- Supported project governance by maintaining risk and issue registers, ensuring timely escalation and resolution
- Implemented process improvements, compliance checks, and knowledge management systems to reduce recurring issues and enhance operational efficiency
- Produced high-quality reports and dashboards on project progress, dependencies, and KPI trends for senior stakeholders
- Ensured compliance with project lifecycle standards, supporting onboarding and closure documentation for multiple IT projects
- Mentored team members, improving adherence to operational and procedural standards
- Coordinated planning workshops and maintained documentation in ServiceNow and SharePoint to ensure project control and audit readiness

Senior Client Tech Support | Dell Technologies Pvt Ltd | Sept 2014–Jan 2018 | Gurugram, India

- Led critical incident escalations, consistently achieving **98–100%** SLA resolution
- Delivered clear stakeholder communication across seniority levels during service-impacting issues
- Documented operational procedures and led initiatives to improve team efficiency and client satisfaction

Lead Operations | IBM (Concentrix) Daksh Services | Nov 2012–Aug 2014 | Gurugram, India

- Managed multiple client projects with a focus on performance monitoring, documentation, and SLA compliance reporting
- Coordinated incident reviews and operational improvements, driving a culture of learning and reduced escalations
- Led operational improvements, ensuring **100%** error-free delivery under strict deadlines
- Promoted continuous improvement initiatives, ensuring smooth customer journeys and reducing escalations
- Delivered accurate forecasting and reporting on customer-impacting issues

Technical Support Engineer | New VC Services Pvt Ltd | Oct 2007–Nov 2012 | New Delhi, India

- Diagnosed and resolved technical incidents with **99%** SLA adherence
- Provided on-call escalation support for global customers, ensuring rapid service restoration
- Created detailed troubleshooting documentation for shared learning and consistency

EXTRACURRICULAR ACTIVITIES

- Led campaigns as NTU Faith Ambassador, guiding 100+ prospective students in cultural awareness
- Member, Association for Project Management (APM), UK
- Organised youth cycling activities, promoting fitness and camaraderie
- Promoted eco-friendly practices in the NTU Green Rewards programme to support sustainability goals

SKILLS

- **Skills:** Attention to detail, Analytical Thinking, Problem Solving, Organisational Skills, Communication & Interpersonal, Decision Making, Time Management, Continuous Improvement
- **Technical Proficiency and Project Tools:** Major Incident Management, Problem and Change Management, IT Service Delivery, Root Cause Analysis, Escalation Handling, SLA & KPI Compliance, Continuous Improvement, AWS, ServiceNow, Microsoft Azure, JIRA, Confluence, Sharepoint
- **Languages:** English (Fluent), Hindi (Native), Urdu (Intermediate), German (Beginner)
- **Certifications:** ITIL Foundation, AWS Certified Cloud Architect – Associate, MS Azure Fundamental – AZ900, APM Membership
- **Project Management Skills:** Agile, Waterfall, Strategic Planning, Stakeholder Coordination, Scheduling, Resource Allocation