



Tabassum Sayed

Project Coordinator | Project Manager

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Languages

English

About

With 14+ years in retail and customer service, I'm adept at sales support and tech assistance. Proficient in CRM and passionate about womenswear and accessories, I seek part-time opportunities in South East London, bringing strong project management skills from previous roles to enhance store efficiency.

BRANDS WORKED WITH

Accenture Pvt Ltd

Capgemini Solutions and Consultant

General store and Boutique Shop

Stream Global Services (eClerks)

Sutherland Pvt Ltd

Experience

● Project Manager

Capgemini Solutions and Consultant | May 2019 - Nov 2023

- Led multiple IT Cloud migration projects for the global customers. Effective communications across and lateral and vertical teams. Well versed with Vendor management and Project management. Managed team sized 50+.

● Project Coordinator

Accenture Pvt Ltd | Oct 2010 - Feb 2019

- Collaborated with cross-functional teams to ensure successful project results. Identified opportunities to optimize project performance.
- Recommended department workflow and process improvements to project manager and leadership.
- Delegated specific tasks to various employee teams to meet timeframes and increase overall productivity.

● Senior Technical Support and Escalation Officer

Sutherland Pvt Ltd | Jan 2010 - Jul 2010

- Updating security software and user profile management. Wrote logs and reports, detailing activities for supervisor.
- Interviewed, investigated, and documented applicable incidents in accordance with company policy.

● Customer Support Executive

Stream Global Services (eClerks) | Nov 2006 - Oct 2009

- Handled telephonic requests on software activation, testing, updates, activation, subscription and upselling of Microsoft products.

● Retail Shop Assistant

General store and Boutique Shop | Nov 2005 - Oct 2006

- Built department sales by making product recommendations, answering questions and assisting guests.
- Moved items from back stock onto sales floor. Maintained cleanliness and organization of back room and damaged product area.
- Stocked shelves with inventory and arranged displays to draw attention to merchandise. Completed customer sales transactions using a point-of-sale system. Cleaned shelves, counters, and tables.

Education & Training

2024

● University of Essex

Master of Business Administration,

● **Mumbai University**

Bachelor of Commerce,