

## **Tahira Hamed**

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### **Skills**

Figma, ChatGPT, Perchance, Copilot, Prototyping, Wireframing, Typography, User interviews, Usability testing, Surveys, Cross-functional teams

### **Education**

**Certification**, Google UX Design

Coursera, October 2023 – April 2024

**Master of Arts**, Behavioral Science, Gender Equity

California State University, Sacramento, August 2017 – May 2020

**Bachelor of Arts**, Child Development, Pre-Credential

California State University, Sacramento, January 2015 – May 2017

### **Professional Experience**

**Datafied**, Anaheim, CA

**Quality Performance Coach**, October 2023 – Present

- Lead and support 100+ team members daily to meet a 98% completion rate on client projects.
- Report weekly project lifecycle issues using Excel and collaborate with project managers to develop solutions.
- Coordinate cross-functional teams based on client updates to prevent workflow delays.
- Assess KPIs to identify performance gaps and mentor staff to reach company goals.

**Tech Talent and Strategy**, Charlotte, NC

**Associate Consultant, Full Stack Web Development**, October 2022 – December 2023

- Completed an immersive apprenticeship in web development, focusing on end-user experience.
- Built responsive web applications using HTML5, CSS3, and Bootstrap.
- Collaborated in teams to plan, build, and present user-centric digital products.
- Participated in usability reviews and interactive design processes.

**Advisors Mortgage Group**, San Diego, CA

**Customer Service Specialist**, January 2021 – October 2022

- Provided technical assistance via phone, email, and live chat to resolve borrower-facing issues.
- Collaborated with internal departments to disburse insurance payments.
- Handled sensitive customer data and reviewed loan documentation.
- Maintained records in CRM systems.

**The Servery at the Dining Commons**, Sacramento, CA

**Shift Lead**, August 2015 – April 2020

- Trained 50+ new hires across multiple service roles.
- Collaborated with chefs to coordinate with food allergies and dietary restrictions.
- Provided coaching to staff regarding work schedule availability to ensure work-life balance.