

Tahira Hamed

Open to relocation for opportunities in California

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SKILLS

Figma, Cross-functional teams, User interviews, Surveys, Usability testing, Team leadership

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

Quality Performance Coach

Datified – Anaheim, CA – 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; collaborate with project managers on solutions.
- Coordinate cross-functional teams based on client updates to prevent workflow delays.
- Assess KPIs to identify performance gaps and mentor staff to reach target goals.

Associate Consultant – Full Stack Web Development

Tech Talent and Strategy – Charlotte, NC – October 2022 – December 2023

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

Customer Service Specialist

Advisors Mortgage Group LLC – San Diego, CA – January 2021 – October 2022

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

Shift Lead

The Servery at the Dining Commons – Sacramento, CA – August 2015 – April 2020

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

Substitute Preschool Teacher

ChildCare Careers – Sacramento, CA – October 2018 – February 2020

- Designed and facilitated interactive classroom experiences tailored to student needs.
- Monitored progress and provided performance feedback to administration.
- Adapted teaching strategies to promote inclusive learning environments.