

REBECCA THOMAS

Associate / Admin. / Project Coordinator

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SUMMARY

Forward-focused Project Coordinator with **6+ years of rich experience in Delivery, Operational & Project Excellence Methodologies** for delivering breakthrough business results; completed large programs in agile & scrum models. **Defined scope, planning, reviewing and setting key milestones of projects** right from initiation through design, implementation & deployment to ensure delivery of the project to the client's satisfaction along with team to achieve targets and timely delivery to the clients. **Superior relationship/stakeholder management and consultative skills. Experience with vendor compliance and management**, including managing worker relations issues.

Significant experience of working with consultants, project managers and technical teams for executing concurrent projects. **Skilled in conducting & coordinating project activities**, administrative support for estimation & costing, support for tender evaluation and contract management. Adapts quickly to globalization, technology and growth opportunities while developing diverse talent for the BU and for the Company. **An effective communicator** with excellent interpersonal and strong analytical & organizational skills with a flexible attitude.

KEY EXPERTISE

Project/Program Management
Project Performance
Liaison & Coordination
Vendor Management
Project Planning & Reporting

Delivery Management
Vendor/Partner Management
Stakeholder Management
TAT Compliance
Project Roadmap

Scrum Methodology
Project/Resource Analysis
Reporting & Documentation
Resource Optimization
Risk / Issue Management

EDUCATION

- **B.Tech. (Electrical & Electronics Engineering)** | University of Calicut, Kerala, India

CERTIFICATION COURSES

- Scrum Master Certified (SMC) from International Scrum Institute™ in Aug 2020; Credential ID 59318359318189
- Lean Six Sigma Yellow Belt Certification from Advanced Innovation Group Pro Excellence (AIGPE) in Jun 2021; Credential ID ZSSWB121144229
- Lean Six Sigma White Belt Certification from Advanced Innovation Group Pro Excellence (AIGPE) in Aug 2022; Credential ID ZSSWB121143294
- Project Management Essentials Certified (PMEC) from Management & Strategy Institute in May 2021; Credential ID 83213618

EMPLOYMENT

2015-2019: Ernst Young | Project Coordinator

Team Member - TAS (Transactional Advisory Services) | Team Member - Retain Wall Chart Team | Team Member - SharePoint Team Building

- Contributed as:
 - Analyst in TAS (Transactional Advisory Service Line) service line: created PowerPoint for different credential requests from different clients
 - Project Coordinator for Global Trade Global Market Project: provided document support, calendar management and biweekly newsletter sharing
 - RDC Retain Bookings Coordinator: handled retain bookings for EY Clients
 - Project Coordinator for Project EY Serraview dealing with mapping of EY office floors in Australia and NZ regions using the Serraview tool with the PDF versions of the regions provided
- Coordinated & maintained records of Projects given to members in various divisions of Technical Department
- Ensured smooth and successful completion of Projects within the deadline
- Provided feedback to the Members regarding work time, project, code of conduct, etc.

- Extensively worked for the EMEA milestone NMADP 2015 and actively involved in the overall event management activities which included pre-event, onsite support and post event activities such as:
 - Participant Registration Management
 - Mailbox Management & Communication Management
 - SharePoint Allocation
 - Onsite Support (Travelled twice to Dubai) as part of the project which is the New Managers Assistant Development Program
- Built SharePoint for UK as well as US clients according to their requirements
- Facilitated resource/project planning and resource loading for the project initiation
- Prepared detailed solution and impact analysis document
- Reported weekly status to the customer and ensured timely mitigations for various risks identified in the project
- Performed transactional quality check based on the volume per day at 10% of the total volume
- Served as a part of the Annual Engagement process entailing a project which helped EY Directors & Partners to update their information in the SharePoint project

Significant Accomplishments

- Bagged the Best Performance Award for Best Performing Team in EY

2012 - 2014: UST Global | Associate

- Responded to client calls from US & UK and troubleshooted the issues of printers and computers at their stores by providing solutions
- Used VMware, Netop and Portables applications for the process
- Supported clients by timely answering all queries via calls and engaged with relevant internal teams whenever required
- Accountable for end-to-end Customer ownership to manage user's expectation and experience in a way that results in high customer satisfaction
- Collaborated with managers to ensure that client receives excellent support which is required and ensures quality resolution
- Ensured all cases received initial response within established SLAs
- Dealt with the stores Walgreens, Walmart & Tesco and resolved issues regarding the with their reward points in the coupons

PERSONAL DETAILS

Date of Birth: 10th June 1989

Visa Status: Resident Visa - Housewife

Location: Dubai, UAE

Nationality: Indian

Marital Status: Married

Languages: English, Hindi and Malayalam

Passport No.: N3010983 (27-SEPT-2025)

Driving License: Valid UAE Driving License