



MAHESSA LILY

PROFILE

Motivated and reliable professional with strong communication, problem-solving, and people skills. Quick to understand needs and provide effective solutions. A team player who builds positive relationships and thrives in collaborative settings. Eager to grow, learn new skills, and take on meaningful challenges in people-focused roles.

CONTACTS

📍 Les Salines Port Louis, Mauritius
☎️ +(230) 5458 3939
📅 DOB: 13/10/1999
✉️ mahessa.lily26@gmail.com

REFERENCES

- Sumeshen Moodley (Teacher & Mentor) +(230) 5503 6686

SKILLS

- Customer Service Excellence
- Fluent Communication (English & French)
- Problem-Solving & Adaptability
- Teamwork & Collaboration
- SAP & Technical Proficiency (Microsoft Office)

HOBBIES & INTERESTS

- Badminton
- Baking
- Board games

WORK EXPERIENCE

Procure-to-Pay Operations Associate **Accenture Mauritius Ltd, Ébène** **Jun 2025 – Present**

- Manage end-to-end procure-to-pay processes with accuracy and efficiency

Customer Service Associate **Accenture Mauritius Ltd, Ébène** **Oct 2023 – Jun 2025**

- Delivered expert support to Virgin Media UK clients, resolving inquiries promptly - ensured high customer satisfaction

Insurance Advisor **Allianz Services Mauritius Ltd, Ébène** **Sep 2019 – Jul 2023**

- Resolved customer issues with tailored solutions, thriving in a fast-paced environment while fostering a customer-centric, collaborative culture.

Customer Service Specialist **Concentrix Ltd for Booking.com, Ébène** **Jan 2018 – Jul 2019**

- Delivered exceptional support to international clients, exceeding KPIs and building strong relationships through effective communication and empathy.

EDUCATION

Websun Academy (MQA Approved), Mauritius

Aug 2023 – Oct 2023

- Completed a course under the National Training & Reskilling Scheme (NTRS), in partnership with HRDC and OTAM.
- Developed advanced English communication and customer service skills tailored for BPO operations.

Jean Marie Frank Richard State Secondary School, La Tour Koenig, Mauritius

Jan 2012 – Dec 2018

- High School Certificate (Cambridge), Nov 2018 — Pass
- Certificate in Entrepreneurship Education
- School Certificate, 2015 — Pass
- Internet and Computer Core (IC3)

Renganaden Seeneevasen Govt School, Mauritius

Until Dec 2010

- Certificate of Primary Education — Alliance Française, Mention Très Bien