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Hiring Manager
Phoenix Beverages Group
Phoenix, Mauritius

I am writing to express my keen interest in the position of Manager – Projects at Phoenix Beverages Group. I hold an MSc in Project Management from UCD Michael Smurfit Graduate Business School in Dublin, which I completed under the prestigious Ireland Fellows Programme Scholarship. With hands-on experience leading operational improvements, process optimisation initiatives, and strategic project coordination across both corporate and non-profit sectors, I am confident in my ability to contribute meaningfully to Phoenix Beverages Group's continued growth and transformation.

In my current role as Sales Administration Specialist at goFLUENT, where I am still in my probation period, I have quickly delivered tangible improvements in operational processes. I optimised order-processing workflows for international markets, reducing processing time by two hours, increasing forecasting accuracy by 20%, and led a successful debt recovery initiative, reclaiming 70% of outstanding client payments. These achievements demonstrate my capacity to analyse systems, identify inefficiencies, and implement data-driven solutions, skills that are central to project management and operational excellence.

Previously, as an Assistant Consultant at Ernst & Young, I supported high-impact restructuring and insolvency projects across multiple sectors. I streamlined reporting workflows for regulatory submissions to bodies, including the MRA and FSC, saving the team up to 10 hours weekly through automated data compilation. I collaborated with senior managers, regulated entities, and multiple stakeholders to recover fixed assets and debtors, achieving a 25% increase in asset recovery. This experience strengthened my ability to lead complex projects, manage cross-functional collaboration, and drive process improvements in challenging environments.

As Training Coordinator at the Global Rainbow Foundation, I designed modular training programmes, improved operational efficiency by 30%, and coordinated logistics and stakeholder engagement. My voluntary work in Ireland, supporting community programmes, event logistics, and social impact projects, further strengthened my organisational, leadership, and communication skills.

Across my academic and professional journey, I have developed strong competencies in project planning, risk assessment, workflow optimisation, reporting, stakeholder engagement, and digital transformation. I am particularly drawn to Phoenix Beverages Group's long-standing reputation for innovation, sustainability, and operational excellence within Mauritius' manufacturing and beverage industry. I am motivated by the opportunity to contribute to cross-departmental projects, modernisation initiatives, process redesign, and continuous improvement that support the Group's strategic vision.

I would welcome the opportunity to bring my analytical mindset, leadership capabilities, and project management expertise to Phoenix Beverages Group. Thank you for considering my

application. I remain at your disposal for an interview to further discuss how I can contribute to your organisation.

Yours faithfully,
Diana Jugroo