



BABOO TOSHULSINGH

GOORDYAL

Continuous Improvement, Process, Project,
ITIL and Lean Six Sigma Specialist

CONTACT

📍 Rose Belle, Mauritius

☎ +23057526795 /
+23057433749

✉ toshgoordyal@gmail.com

🔗 LinkedIn:
<https://www.linkedin.com/in/baboo-toshulsingh-goordyal-6311b13/>

LANGUAGES

- Fluent: English, French, Mauritian Créole
- Basic: Hindi

CORE SKILLS AND COMPETENCIES

- ✔ Mobility, Device Management, IoT, Cloud and Cybersecurity Product Management |
- ✔ IT Service Lifecycle Management (ITIL, ISO 20000) |
- ✔ Agile and Scrum Methodologies |
- ✔ Team Leadership and Training |
- ✔ Process Optimisation and Quality Management |
- ✔ Business Development and Strategic Planning |
- ✔ Incident and Risk Management |
- ✔ Technical Alignment and Integration |
- ✔ Customer Experience and Stakeholder Engagement |
- ✔ Continuous Improvement and

PROFESSIONAL SUMMARY

Results-driven Continuous Improvement, Process, Project, ITIL and Lean Six Sigma Specialist with 15+ years of experience in the telecommunications sector. Expertise in mobility, device management, IoT, cloud solutions, cybersecurity, IT service lifecycle management (ITIL), product development, and project management. Proven ability to drive project workflow, product innovation, manage cross-functional teams, and ensure high-quality service delivery. Adept at aligning business strategy with emerging technologies, optimising operations, delivering projects, and leading successful product launches.

EDUCATION HISTORY

🎓 **MBA in Information Technology** – Sikkim Manipal University, India

🎓 **B.Eng. (Hons) Chemical and Environmental Engineering** – University of Mauritius

🎓 **Cambridge Higher School Certificate and School Certificate** – Collège du Saint Esprit, Mauritius

PROFESSIONAL EXPERIENCE














****Product Manager – Cloud, Hosting and Cybersecurity****
Celeste-VTX | 2023 – 2024

- Spearheaded the development, launch, and management of cloud and cybersecurity solutions for enterprise clients.
- Integrated Veeam Backup-as-a-Service (BaaS) into the product portfolio, enhancing disaster recovery capabilities.
- Led cross-functional teams in driving adoption and seamless customer onboarding.
- Optimised operational processes, ensuring 99.9% uptime for hosted services.
- Developed go-to-market strategies, pricing models, and sales enablement frameworks.

CERTIFICATIONS

 ITIL (Service Management) |  Agile Scrum |  Cloud Computing |  Cybersecurity and Risk Management |  Lean Six Sigma Yellow Belt |  ISO 9001 and ISO/IEC 20000 |  Product and Process Management |  Public and Press Relations |  Strategic Leadership

INTERESTS AND ACTIVITIES

 Technology and Innovation |  Cybersecurity Trends |  Cloud Computing |  Team Mentorship |  Process Automation |  Anime and Comics |  Cars |  Traveling |  Music |  Nature |  Reading |  Sports |  Video Games

EXTRA-CURRICULAR AND LEADERSHIP ROLES

- Former Class Representative – Primary, Secondary and Tertiary Education
- Former Coordinator and Newsletter Editor – Chemical Engineering Society
- Former Chairperson, CSR Committee – Orange Business
- Former Member, Safety and Health Committee – Orange Business
- Former Animal Welfare Volunteer

****Service Life-Cycle Manager – Mobility, Device Management, IoT and Security****

Orange Business | 2010 – 2023

- Managed end-to-end service lifecycle for mobility, device management, IoT, and security solutions, ensuring ITIL compliance.
- Led quality audits, maintaining service reliability and exceeding SLAs by 20%.
- Developed and deployed security frameworks, enhancing data protection standards.
- Trained and supported sales and operations teams, improving customer satisfaction scores by 30%.
- Initiated automation projects, reducing service request processing time by 40%.

****Lead Engineer and Team Leader – Technical Configuration and Mobile Tools****

Orange Business | 2008 – 2010

- Led technical teams in developing and maintaining mobile tools, ensuring optimal performance.
- Managed updates and enhancements to support growing customer needs.
- Conducted training programs, enhancing team efficiency and problem-solving capabilities.

****Business Development Officer – SME Sector****

Small Enterprises and Handicraft Development Authority (SEHDA) | 2007 – 2008

- Provided strategic guidance to SMEs on business setup, expansion, and financial planning.
 - Conducted workshops on market research, financial management, and sales strategies.
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EARLY CAREER AND INTERNSHIPS

- Occupational Safety and Health Officer – Ministry of Labour, Industrial Relations and Employment (2007)
- Shift Engineer (Energy Sector) – Compagnie Thermique du Sud Limitée (2006 – 2007)
- Process Engineer Trainee (Sugar Industry) – Mon Trésor Mon Désert Sugar Factory (2005 – 2006)
- Shift Dyer (Textile Industry) – Consolidated Dyeing Ltd (2004 – 2005)