

Jamiilah B. Durbauree

Technical Quality & Project Consultant / Manager

Doha, Qatar / Port Louis, Mauritius | Open to Relocation (Europe or International)

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Professional Summary

Dynamic and versatile Technical Quality & Project Consultant / Manager with over a decade of international experience across IT, quality management, training, and creative technologies. Proven record of leading teams, improving workflows, and delivering high-impact results for multinational clients across Europe, the Middle East, and Africa. Combines a strong technical foundation with leadership, digital design, and AI expertise to bridge business goals with innovative technical solutions. Recognized for empathy, clear communication, and a passion for excellence in every project.

Key Achievements

- Led and trained 400+ international employees, including VIPs from Michelin, PMU, Allianz, Beckman Coulter, Dior, and Leroy Merlin, on IT tools and systems.
- Managed cross-functional quality assurance and data operations teams for global e-commerce and SaaS clients.
- Developed and implemented process optimization strategies that improved team accuracy and delivery timelines by 20%.
- Oversaw remote and onsite digital projects, bridging creative and technical disciplines to deliver measurable business impact.

Professional Experience

Digital Operations & Technology Consultant | Self-Employed, Doha, Qatar / Remote

Sep 2016 – Present

- Created high-quality graphics and web content for corporate and individual clients across multiple industries.
- Managed social media and community engagement across Discord, Instagram, Facebook, Telegram, and professional forums.
- Led a group of freelance designers, ensuring project delivery standards and brand consistency.

- Supported programming and server setup tasks, contributing to client technical needs and workflow efficiency.

Quality Analyst & Team Leader / Manager | Just Eat CA/FR, Ebene, Mauritius / Paris, France / Montréal, Canada

Feb 2016 – Jun 2016

- Led a team of quality analysts ensuring data accuracy and coding consistency across e-commerce platforms.
- Introduced performance tracking metrics and motivational programs that increased team productivity by 15%.
- Liaised directly with directors and clients to ensure alignment between deliverables and service standards.

Database Manager & Quality Assurance Supervisor | Call Eat Solutions Ltd, Ebene, Mauritius

May 2015 – Feb 2016

- Oversaw database management and validation processes using Access, Excel, Salesforce, and Verify.
- Ensured consistent quality assurance and compliance in team deliverables for international campaigns.
- Streamlined verification workflows, improving turnaround times and reducing data errors.

Office Applications & IT Consultant / Trainer | Learn & Progress Ltd, Ebene, Mauritius / Paris, France

Jun 2013 – May 2015

- Delivered IT and software training to multinational clients through blended and e-learning methods.
- Developed educational materials and digital tutorials for corporate clients including Dior, Michelin, and Beckman Coulter.
- Recognized as the youngest IT Consultant/Trainer by PMU and Michelin for outstanding service and communication.

Trainee Graphic Designer | IDEM Company Ltd, Port Louis, Mauritius

Oct 2012 – Apr 2013

- Supported design and production for national advertising clients including Mauritius Telecom, Courts, Furnicob, and Cellplus (now My.T).
- Created visual concepts that were selected and published for major local marketing campaigns.

Education

- PhD in Computer Science (Artificial Intelligence focused) (In Progress), Monash University, 2021 – Present
- Master's in Computer Science (Artificial Intelligence focused), Monash University, 2016 – 2019
- Diploma in Information Technology, MITD Mauritius Institute of Training and Development, 2013 – 2015
- Certificates in Networks & Data Cabling and Information Technology (Levels 4 & 5), MITD Mauritius, 2010 – 2013

Key Skills

Technical:

- Quality Assurance (QA) & Testing Frameworks
- Agile & Scrum Methodologies
- Programming Languages (VBA, JavaScript, TypeScript, HTML, CSS, Java, Python, SQL, NoSQL)
- Process Optimization / Continuous Improvement
- Data Analysis & Visualization (Excel, Power BI, SQL)
- Project Management Tools (JIRA, Asana, Trello, ClickUp)
- AI & Machine Learning Concepts
- Cloud Technologies (AWS / Azure / Google Cloud)

Managerial & Strategic:

- Cross-functional Team Leadership
- Stakeholder Communication & Alignment
- Client Relationship Management
- Strategic Planning & Execution
- Risk Management & Issue Resolution
- Mentorship & Training Delivery

Creative & Digital:

- Web & Graphic Design (Adobe Creative Suite, WordPress)
- UI/UX Awareness
- Content Strategy & Digital Branding
- Community Management & Engagement

Soft Skills:

- Analytical & Critical Thinking
- Adaptability in Multicultural Environments
- Empathy & Team Motivation

- Problem-Solving & Decision Making
- Attention to Detail
- Fast Learner / Continuous Improvement Mindset

Languages & Interests

Languages: English (Fluent), French (Native), Arabic (Native), Patois (Fluent), Creole (Native), Swedish (Basic), German (Learning)

Interests: Digital Art, Swimming, Travelling, Learning, Programming, Photography, Gaming, Reading, Racing, Cooking & Baking, Sightseeing, Hiking