

## CONTACT

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## REFERENCES

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## LANGUAGES :

English (Fluent)  
French (Fluent)

# MÉLISA AUGUSTIN

## Senior Project Manager

My roles and responsibilities as a Senior Project Manager are to oversee the planning and implementation of an entire project through budgeting, hiring team members, sourcing suppliers, and planning the project release.

## EDUCATION

- **Ucam University-** MBA Degree in Operations & Project Management (In Progress: Dec 2026)
- **Open University of Mauritius** - Bsc (Hons) Management with Law (July 2017)
- **Riviere des Anguilles State College-** Higher School Certificates (Cambridge)

## Other Qualifications

- Language Test : French & English – Successfully Completed (March 2024)
- PMP Certification – In Progress (Dec 2025)
- Scrum Master - In Progress (Nov 2025)
- Internet & Computing Core Certification (IC3) Programme (Universal ICT Education Programme)
- Model United Nation (participated as delegate in 2011)
- HRDC program (worked at Central Electricity Board in 2011)
- Successfully completing the Yes You(th) Can, two day youth seminar on Civic & Political Engagement, Technology, Health & Environment hosted by the United States Embassy in collaboration with Ministry of Youth & Sports (December 2012)
- Certificate of attendance for “Client Management” training by Yuki Consulting (2017)

## WORK EXPERIENCE

### Sightness LTD - Senior Project Manager

Sep 2024- to date

- Lead the end-to-end delivery of complex, cross-functional projects, ensuring alignment with strategic business objectives and timelines.
- Define project scopes, goals, deliverables, and success criteria in collaboration with stakeholders.
- Manage project budgets, resource allocation, risk assessments, and mitigation plans to ensure successful delivery.
- Coordinate with internal teams (product, engineering, data science, operations) and external partners to drive project execution.
- Oversee agile ceremonies (daily stand-ups, sprint planning, retrospectives) and continuously optimize team workflows.
- Develop and maintain comprehensive project documentation including roadmaps, timelines, progress reports, and dashboards.
- Communicate effectively with senior leadership, clients, and cross-functional teams on project status, issues, and risks.

- Mentor and guide junior project managers and team members to foster professional growth and knowledge sharing.
- Monitor KPIs and use data-driven insights to improve project performance and stakeholder satisfaction.
- Drive continuous improvement initiatives across project management processes and tools.

### **Orange Business Services - Senior Project Manager**

**June 2023- Sep 2024**

- Collaborates with stakeholders and reports to them on a regular basis
- Ensures projects remain on schedule, within budget and in scope
- Creates, manages and distributes project communications, including charters, schedules and budgets
- Leads team through execution of project
- Assists in business development, such as proposals, RFPs and estimates.
- Monitors and reports on project's progress and performance.
- Plan, schedule and track projects and staffing
- Establishes key metrics, KPIs
- Develop project controls and risk management procedures
- Responsible for training, managing and motivating team members
- Resolves technical and operational issues

### **Accenture (Linkbynet) – IT Project Manager**

**Sep 2021 – June 2023**

- Analysis of the need and definition of the project plan upon receipt of any build request.
- Manage the different types of projects in accordance with the processes and best practices of the company.
- End to end coordination of projects, of all actions related to deployment.
- Launching and monitoring of the implementation of technical actions with all stakeholders in accordance with the contracted service levels.
- Animation of internal / external meetings accompanied with regular reporting with Minutes.
- Guarantee the respect of commitments as part of project monitoring to stakeholders (scope, quality, cost, deadline).
- Federate all the stakeholders by maintaining a constant communication with the team at all stages of the project.
- Ensure that all the documentations related to the project are produced (Procedures, flow matrices, acceptance reports, architecture documents, release procedures).
- Transfer of skills to operating teams and monitor that the installed solutions are put into Production.
- Responsible of all assigned requests, within the deadline and in compliance with instructions, prerequisites, procedures.

- reviews and give visibility on activities by filling in the activity report and capacity planning.
- Develop and execute end-to-end project management activities.
- Define project scope with key stakeholders and effectively manage milestones and dependencies.
- Support the management of financial, contractual, and operational commitments.
- Monitor delivery performance and quality using metrics and status reporting.
- Mitigate risks as defined in project plan.

## **Skill Dynamics –Team Manager & Project Manager**

### **Feb 2016- Sep 2021**

- Managing a team of 10 team members including Senior Support Officers and IT Technical Support Officers
- Assists management in interviewing and training new team members
- Communicates deadlines and sales goals to team members
- Develops strategies to promote team member adherence to company regulations and performance goals
- Conducts team meetings to update members on best practices and continuing expectations
- Do regular performance evaluations
- Manage customer relationships with Account Managers
- Accountable for managing the workload within the team and prioritizing tasks of team members
- Accountable for. improving Customer satisfaction by working towards continuous improvement and ensuring quality deliverables amongst clients.
- Handle and resolve customer complaints.

## **Lexis Nexis– Account Manager**

**June 2013 – Feb 2016**

- Serve as the lead point of contact for all customer account management matters
- Build and maintain strong, long-lasting client relationships.
- Negotiate contracts and close agreements to maximize profits
- Develop trusted advisor relationships with key accounts, customer stakeholders and executive sponsors
- Ensure the timely and successful delivery of our solutions according to customer needs and objectives.
- Clearly communicate the progress of monthly/quarterly initiatives to internal and external stakeholders
- Develop new business with existing clients and/or identify areas of improvement to meet sales quotas
- Forecast and track key account metrics (e.g. quarterly sales results and annual forecasts)
- Prepare reports on account status
- Collaborate with sales team to identify and grow opportunities within territory
- Assist with challenging client requests or issue escalations as needed.

## **Lexis Nexis– Junior Account Manager**

**Dec 2012 – June 2013**

- Gather information on assigned clients.
- Contact clients to understand their requirements and work on a sale plan
- Provide after-sales support to retain customers
- Ensure prompt and accurate answers to clients' queries
- Build strong client relationships, through regular communication
- Report on the status of accounts
- Suggest company products/services that maximize client satisfaction.
- Communicate product and pricing details clearly
- Coordinate with Account Executives and Account Managers to create customized sales plans for key clients
- Promote new products/services to existing customers

## **SKILLS/KNOWLEDGE**

- Advanced Knowledge of Excel Formula, Microsoft Office, Power Point, Graphs, Power platform, Power BI
- Ability to Delegate
- Organization
- Problem-Solving
- Decision-Making
- Time management
- Leadership
- Good Team Spirit
- Project Management
- Manage complex Technical Requests
- Agile Methodologies and Scrum
- Azure, Cloud, Server deployment
- Networking fundamentals
- Infrastructure (Datacenter, cable, cross-connect)
- Change Management (CAB)
- Testing of Websites and Managing Digital projects
- Optical Fiber Deployment and Migration