



JASON MOOKEENAH

✉ mookeenahjason@gmail.com

☎ +230 5429 2257

📍 Pereybere, Rivière Du Rempart 30519

🌐 [linkedin.com/in/jason-mookeenah](https://www.linkedin.com/in/jason-mookeenah)

👤 SUMMARY

People-focused tech leader with a strong background in software development, cloud computing, and team leadership. Skilled in mentoring teams, driving collaboration, and aligning technical work with business goals. Built an AWS-based bot at Amazon to streamline workflows and reduce workload. Currently expanding full-stack skills through projects like a virtual payment card system and an airline booking app. Passionate about using technology to empower teams and improve performance.

📁 PROFESSIONAL EXPERIENCE

Customer Service Associate

08/2022 – Current

Amazon

- Selected for the 2025 mentoring program in Atlas, assisting 11 team members within the Atlas program.
- Selected for the 2024 mentoring program, assisting new hires.
- Served as the primary point of contact for operational queries, ensuring alignment and efficient issue resolution
- Provided policy refreshers and guidance on complex customer cases, enabling colleagues to deliver top-tier customer service
- Actively shared updates on new features, contributing to team knowledge and operational efficiency

CS Team Manager [A]

09/2024 – 02/2025

Amazon

- Led a diverse team of 19 professionals across Moroccan and Mauritian backgrounds, fostering an inclusive and high-performing work environment
- Developed an AWS-based bot (webhook) to automate and resolve an operational challenge, enhancing efficiency and reducing workload.
- Specialized in team coordination, conflict resolution, performance management, and process optimization to achieve operational goals
- Ensured team engagement and productivity by implementing performance monitoring, mentoring, and clear communication strategies

Customer Service Agent

11/2021 – 08/2022

Parcel Monkey Ltd

- Provided chat and email-based customer support, ensuring high-quality assistance through effective communication and problem-solving

Customer Service Agent

09/2019 – 05/2022

Atalian Interactive Ltd & Digital Data Solutions Ltd

- Resolved customer concerns effectively and trained a small team for appointment booking, optimizing team performance

Commercial Assistant, Appointment Booking

03/2019 – 09/2019

LINKEO Ltd

- Drove phone sales by identifying customer needs and effectively closing deals

Customer Service & Sales Agent

08/2018 – 03/2019

Multi-Contact Ltd

- Balanced customer service and sales responsibilities, ensuring customer satisfaction and business growth

Barman & Waiter

11/2017 – 05/2018

Ravenala Attitude Hotel

- Managed multitasking responsibilities, including beverage preparation and attentive table service

EDUCATION

BSc | Computer Science

12/2024 – 06/2025 | Réduit, Mauritius

Open University of Mauritius

Graduated

Journalism

01/2020 | Port Louis, Mauritius

Alliance Française

Bar/Restaurant Service

05/2018 | Quatre Bornes, Mauritius

G2ACAMAS

A-Level GCE PASS

01/2017 | Quatre-Bornes, Mauritius

College Du St Esprit

CERTIFICATIONS

AWS Certifications — In Progress

LANGUAGES

Kreol (First Language), **French**, **English**

SKILLS & TECHNOLOGIES

Python • Java • JavaScript • HTML • CSS • SQL • PHP • React • React Native •
Redux • Next.js • Tailwind CSS • PostgreSQL • MySQL • AWS basics • FastAPI •
Team Management • Mentoring • Conflict Resolution

ACCOMPLISHMENTS

Agent of the Year 2020

Digital Data Solutions Ltd