

Jugroo Diana

The Mount, Pamplemousses • +230 5975 9400 • diana.jugroo@gmail.com

• <https://www.linkedin.com/in/diana-jugroo-3766441b5/>

PROFILE

Dynamic and purpose-driven Project Management professional with a multidisciplinary background in politics, human rights, and international relations, complemented by hands-on experience in financial consulting, stakeholder engagement, and social impact initiatives. With an MSc in Project Management at the UCD Michael Smurfit Graduate Business School in Dublin as an ICOS Ireland Fellow 2024/25, I demonstrate a commitment to academic excellence and global development.

Brings a strong track record of delivering high-impact projects in both corporate and nonprofit environments, with core strengths in strategic planning, financial restructuring, reporting, and process optimisation. Skilled in navigating complex challenges, fostering cross-functional collaboration, and driving operational efficiency. Fluent in English and French, with a global mindset and a passion for advancing inclusive, sustainable change.

Recognised for leadership, problem-solving, and adaptability, with experience supporting executive-level decision-making and community-based programming. Well-positioned to contribute to mission-driven organisations or consultancies focused on innovation, development, sustainability or organisational transformation.

EDUCATION

MSc Project Management (Grade: 2:1) Sep '24 - Sep '25

UCD Michael Smurfit Graduate Business School, Dublin | Ireland

Part of the ICOS Ireland Fellows Programme Scholarship 2024/25

BA (Hons) Politics, Human Rights & International Relations (Grade: 2:1) Aug '17 - Sep '20

University of Mauritius | Mauritius

Best Dissertation in the cohort

CAREER EXPERIENCE

Sales Administration Specialist Nov '25 - Present

GoFLUENT Ltd, Mauritius | Mauritius

- Optimisation of order processing for the French & German markets, reducing processing time by **2 hours** through the effective use of software.
- Validation & securisation of an average of 50 orders daily by registering learners in the internal software system, resulting in **improved customer satisfaction**.
- Reclaim of 70% of outstanding client payments through **strategic debt recovery initiatives**, enhancing cash flow & reinforcing financial stability.
- Enhanced management & commercial forecasting for multiple product lines, achieving a **20% increase in forecasting accuracy**.

Assistant Consultant Feb '22 - Aug '24

Ernst & Young Ltd, Mauritius | Mauritius

- Gained knowledge of insolvency procedures by dealing with 50% of the Mauritian authorities.
- Collaborated with the senior/manager overseeing current & new receiverships, administrations, & liquidations of private companies, resulting in enhanced liquidation efficiency.
- Proactively recovered fixed assets & debtors for distressed companies, achieving a 25% increase in fixed asset recovery.
- Acted as the primary point of contact during client site visits, elevating client satisfaction by 10% & driving lead generation for new projects.
- Streamlined reporting processes for liquidation, receivership, & administration reports to regulatory bodies such as MRA & FSC, saving 10 hours weekly through automated data compilation in Excel & PowerPoint.

Training Coordinator Jul '21 - Feb '22

Global Rainbow Foundation, Mauritius | Mauritius

Updated and prepared modular schedules & training programs using MS Excel, Word, & PowerPoint, resulting in a 30% increase in efficiency.

Fraud and Payments Executive Feb '21 - Jul '21

SRG Services Ltd, Mauritius | Mauritius

- Enhanced customer satisfaction levels through the management of the KYC/CDD process & optimisation of document verification procedures for customers using KYC automation software.
- Contributed to a 75% reduction in fraud risks by leveraging Money Laundering techniques for omnichannel fraud screening, resulting in enhanced customer trust through effective risk mitigation.
- Supported in addressing Ad Hoc fraud queries & meeting department requirements, leading to a 20% enhancement in fraud detection efficiency utilising data analysis software.

Intern

Jun '19 - Jul '19

Global Rainbow Foundation, Mauritius | Mauritius

- Helped with 90% of the Ad Hoc tasks and site visits.

ADDITIONAL SKILLS

- IT Skills: Microsoft Office (Excel, Word, PowerPoint)
- Proficient in English and French
- Project Management
- Website Designing using WIX and Canva
- Report Writing
- Quantitative Analysis
- Financial Background
- Qualitative Research Methods, such as interviews, on-field observations
- Knowledge of Insolvency

VOLUNTEER WORK

- Volunteered as a Community Participation Programme Officer at Africa Centre Solidarity Ireland (Nov 24 to Jul 25), where I coordinated community participation activities to identify and establish community development opportunities for the African diaspora communities in Ireland.
- Beach clean-up of Dollymount beach with Clean Coasts and Bull Island Action Group (NGO) (Oct 24) and Sandymount beach in Dublin with Flossie and the Beach Cleaners (NGO) (Jan 25).
- Irish Street Medicine Symposium, an event based on learning, brainstorming, sharing, networking, planning and socialising, where I assisted with logistics, supported attendees and speakers and helped in the smooth flow of the programme (May 25).

ACHIEVEMENTS

- Received the UCD Global Leadership Programme in July 2025 from UCD Michael Smurfit Graduate Business School for recognition of Personal and Organisational Leadership skills, knowledge and experience gained through co-curricular activities outside of the classroom. Award themes include 3 pillars: Student Initiative, Workplace Skills and Career Planning.
- Received the UCD Advantage Award in May 2025 from UCD Careers Network for recognition of skills, knowledge and experience gained through activities outside of the classroom. Award themes include Personal & Professional Development, UCD & The Wider Community, Cultural Engagement, Health & Wellbeing.
- Received a certificate of participation in February 2025 for attending a workshop on "Women in Leadership: Empowering your Leadership Potential".
- Completed research entitled: "Sustainable Business Practices in the Agricultural Sector of Ireland: Lessons for SIDS, Specifically Grenada & Mauritius" (May - July 25)
- As part of a class project, I organised a Fundraising Activity using project management learnings, for the Irish Charity "ALONE", via Pub Quiz nights and raised more than the targeted amount (June – July 25).
- Completed a "Make a difference" project for class, involving the 'UN SDGs 2, 3, 4, 12' – to educate consumers in Ireland how to
- Obtained the First Aider's Certificate from Brilliant Brains Institute (September 23) - Completed an American Heart Association (AHA) accredited course, enhancing emergency response time & medical assistance skills.
- Completed training in EY Finance, 2022, focusing on Financial Analysis & Budgeting, resulting in the development of a new financial model, improved reporting accuracy, enhanced decision-making processes, & streamlined budgeting procedures.
- Established key partnerships & drove a 20% increase in participation at the African Union - European Union Summit 2017 using negotiation skills & diplomatic communication expertise.
- Served as Public Relations Officer from 2018-2019 with a focus on managing impactful social media campaigns.