VANDHASHA LEELODHARRY

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Summary

Result-oriented professional with more than 15 years working experience in the Telecommunications Industry in Mauritius and mastering both technical and project management skills, I'm now seeking a new environment for the challenging position of Manager - Projects in a new environment to utilize my experience, education and skills to achieve team and organizational objectives through effective project coordination and implementation of operational processes to deliver projects within time and budget.

Skill Highlights

- Communication
- Organisational and Time Management
- Problem-solving
- Negotiation
- Leadership and Team Spirit
- Networking and Troubleshooting

Education

Year	
2025	Program Management Professional (PgMP®) ---- **Revisions Ongoing. ETA for Certification: June 2026**
2025	Free Introduction to Cognitive Project Management in AI (CPMAI)™
2025	Practical Application of Gen AI for Project Managers
2024	Data Landscape of GenAI for Project Managers
2023	Project Management Professional (PMP®)
2019 -2021	MBA with specialization in Project Management
2009 – 2013	BEng (Hons) Telecommunications Engineering, 2nd Class 1st Division
2023	Generative AI Overview for Project Managers
2023	Microsoft Certified: Azure Fundamentals
2019	ITILv3 Foundation Certificate in IT Service Management
2015	Cisco Certified Network Associate

Certificates for Seminars attended at University of Technology, Mauritius

Date	
15th-February-2020	The need for a performance management culture in the Mauritian work-context
15th-February-2020	Fin Tech, Blockchain and AI for Managers

Professional Membership

1. Member of the Project Management Institute
2. Member of the Institute of Electrical and Electronics Engineers (IEEE)
3. Member of the Institution of Engineers, Mauritius (IEM)

Experience

01st September 2025 – NOW 2025 | **Project Manager, ServiQual**

- Responsible for Engineering and M365 Projects

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21st July 2025 – 22nd August 2025 | **NetSuite Project Manager, Forvis Mazars (Singapore) Ltd**

Project Roll-Out

- Implement NetSuite ERP to ensure timely deployment and quality delivery.
- Coordinate with internal and external stakeholders, manage project tasks using appropriate tools, and monitor project status.
- Communicate progress and escalate issues when necessary.
- Participate in new country implementations and explain end-to-end Oracle NetSuite workflows.
- Collaborate with Forvis Mazars teams globally to meet client needs.
- Lead change management activities and handle ad hoc duties as assigned.

Maintenance

- Respond to end-user requests and ensure data accuracy and completeness.
- Maintain strong client relationships with internal stakeholders.
- Develop, review, and improve change management SOPs and related materials.

Development

- Lead initiatives to identify, evaluate, and recommend ERP system changes aligned with governance structures.
- Manage the launch of change management documentation, end-user communications, training, and support

06th January 2025 – 11th April 2025 | **Project Manager Consultant, Klanik (Mauritius) Ltd**

- Coordinate with cross functional teams to define project objectives, deliverables, and timelines
- Lead project kick-off meetings, ensuring alignment on project goals, roles, and responsibilities
- Monitor project progress, identify risks and issues, and develop mitigation strategies to keep projects on track
- Manage project budgets, track expenses, and ensuring cost effective use of resources
- Communicate project status, updates, and key milestones to stakeholders, including executives, team members, and external partners.
- Conduct regular project meetings to review progress, discuss challenges, and make decisions to drive projects forward

1st June 2022 – 03rd January 2025| **Senior Program & Project Manager, Accenture Services (Mauritius) Ltd**

- Joined Accenture as part of an acquisition

27th December 2021 – 31st- May 2022| **Project Manager, Linkbynet Indian Ocean**

- Analysis of the need and definition of the project plan upon receipt of any build request
- Managing different types of projects in accordance with the process and best practices of the company
- End-to-end coordination of projects, of all actions related to deployment
- Launching 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
- Guaranteeing respect for commitments as part of project monitoring to stakeholders (scope, quality, cost, deadline)
- Federating all the stakeholders by maintaining constant communication with the team at all stages of the project

- Ensuring that all the documentation related to the project is produced (Procedures, flow matrices, acceptance reports, architecture documents, release procedures)
- Transfer of skills to operating teams and account monitoring that the installed solutions are put into production
- Responsible for all assigned requests, within the deadline and in compliance with instructions, prerequisites, and procedures
- Applying Escalation procedure in difficulty to involve stakeholders
- Reporting of the progress of tasks to hierarchy through project reviews
- Giving visibility on activity by filling in the internal activity report and Capacity planning
- Training of new Project Managers and Senior Project Managers in Mauritius and France

01st June 2018– 24th- December 2021**| Responsable Affaires Clients - Data, Orange Business Services**
- Responsible for the day-to-day project management of the Data implementation project for business customers in France
- Collaborating with all cross-functional team members to accomplish the required tasks and provide project updates
- Performing independently with minimal supervision
- Building, developing and maintaining relationships with customers and key stakeholders
- Anticipating delays, initiating plans and alternative solutions
- Adapting quickly to complex culture
- Continuous follow-up of orders to maintain a healthy backlog
- Maintaining strict adherence to internal policies and internal controls within the MMSC
- Conveying timelines, deliverables, risks, delays, and impacts to project team members
- Achieving relevant certifications in Project Management to better support the line of business
- Increasing competency level via self-assessment on Orange Learning platform
- Participating actively in trainings

01st February 2018– May 2018| **Responsable Affaires Clients - Voice, Orange Business Services**
- Responsible for the day-to-day project management of the Voice implementation project for business customers in France

06th June 2016 – 31st January 2018| **TOC CTS2 Engineer, Orange Business Services**
- Case management follow up and resolution
- Acknowledging incidents within the agreed SLA
- Troubleshooting remotely
- Providing expert level technical support to ensure service delivery or service restoration
- Transferring cases to other support entities for either remote or on-site intervention
- Ensuring that service level agreements are met for all requests delivery and incident resolution
- Contributing to the handling and resolution of customer escalations
- Customer and Relationship management
- Providing appropriate solutions, information, or incident resolution actions to the customer
- Working closely with different teams locally and internationally across all functional areas
- Regular follow up of the incident and providing feedback to customers
- Providing live and direct support and advice to team members for case management or customer interface
- Contributing to teamwork by reporting any operational or customer related anomaly
- Providing coaching, assistance, support, and training to new team members

30th November 2015 - 05th June 2016| **Service Desk Specialist – ADSL, DCDM**

- Customer and Relationship management
- Case management follow up and resolution
- Working in team for ticket resolution

08th May 2013 – 30th August 2015| **Presales Engineer/ Marketing, Emtel Ltd**

- Working closely with different departments (sales support, business development and
- engineering) to achieve profits and productivity quota
- Determining technical requirements of customers in terms of voice and internet connectivity
- to meet their business requirements
- Responding to requests for information or requests for proposals from customers
- Supplying the technical details of proposed solutions
- Delivering presentations to corporate customers to boost sales

03rd August 2012 – 31st December 2012 | **Trainee Telecom Engineer, Mauritius Telecom**

- Conducted drive tests on roads in different regions of Mauritius to test the level of signals for
- 2G and 3G networks under supervision of engineers and technicians
- Performed call tests in the premises of the Central Market of Port-Louis and Club Med to
- investigate the level of 2G and 3G networks
- Assisted with the maintenance test performed on Fiber-to- the Home (FTTH)
- Simulated a Radio test between a ship and a coast station at the Maritime Radio Station of MT
- Had an overview of power set-up in a telecommunications site at Floréal Main Exchange of Mauritius Telecom

03rd July 2010 – 03rd August 2010| **Student Nurse, Ministry of Health & Quality of Life**

- Learned about the different tools and equipment used in nursing
- Involved regularly in medical wards at SSRN Hospital in nursing of in-patients
- Involved in daily check-up of in-patients' glucose level and blood pressure
- Involved in out- patients departments to assist medical practitioners in examining patients

LANGUAGES

- **English and French -** written and spoken fluently

INTERESTS

Swimming, cycling, gardening, listening to radio, doing embroidery, reading newspapers and IEEE magazines.

Referees available on request.