Jeshikha Rama

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Experienced customer relationship professional with 10+ years of success in global corporate environments. Recently transitioned into web development through the University of Birmingham's bootcamp, acquiring proficiency in programming languages such as HTML, CSS, JavaScript, jQuery, and APIs integration and deploying projects through GitHub. Demonstrates adaptability, strong time management, and effective communication skills. A proven track record of achievements in customer service. Seeking to apply extensive experience and newly acquired web development skills to contribute value as a Web Developer.

TECHNICAL SKILLS AND TOOLS:

Web development:
Programming, SQL, Quality Assurance, HTML, CSS, JavaScript, jQuery, APIs integration, Bootstrap, Node.js, React, Google Fonts, Photoshop, Figma, MDN, VScode, GitHub.

General computer skills: Microsoft Office, Core Banking (Flexcube, Siebel, Transact), Airline Systems (Emirates ABC, ASBC, Biometric registration, reservation, SAP), Adobe Systems (Flash, PDF, Photoshop, Canvas), Google Analytics, Social Media Platforms for Business, Google Docs, Zoho, Zoom, Google Meet, TeamViewer, UTM Tags, HubSpot, Linked Sales Navigator, Dotmailer, WHMCS, 3CX and live chat.

PROJECTS:

AstroQuiz | https://jeshikha.github.io/AstroQuiz/
Role: HTML and CSS, Homepage, API integration, JavaScript, and Presentation
It is the result of a collaborative effort of a team to create an engaging quiz web application during the bootcamp with University of Birmingham that tests users' knowledge of the universe. The application successfully integrates data from multiple server-side APIs, including NASA's imagery API and "Le Systeme Solaire API", to provide users with visually stunning content and key facts about celestial bodies. The use of HTML, JavaScript, and CSS Bootstrap to ensure responsiveness of app and Local storage enabling storage of persistent data.

PROFESSIONAL EXPERIENCE

cloud.mu- Remote – Freelance - Mauritius| Business Development Manager   **June 2022 – Present**
Identify and pursue new business opportunities, manage client relationships, and implement digital marketing strategies to boost revenue at cloud.mu. Awarded to have always exceeded the target of product sales & surpassing the monthly target by 50-60%. Collaborate seamlessly with the technical support team to address client issues, develop unique selling points, and maintain meticulous records. Manage inquiries via phone, tickets, and email, oversee schedules, generate invoices, and execute targeted digital marketing campaigns on LinkedIn and Facebook. Proactively upsell services, participate in sponsored events and roadshows to enhance online presence, and proficiently handle live chat inquiries in both French and English.

Symbiotics Ltd – Worcester - West Midlands - UK | Client Relationship Executive   **July 2021 – June 2022**
Proposed to set up social media platforms to increase visibility of the ADAPT products, successfully initiated with 3000+ new followers through 4 different pages and daily social shares & contents creation within 3 months. Support the annual sales budget by prospecting airline directors and delivering exceptional customer service. Ensure sales pipelines grow, handle client inquiries promptly, and meet deadlines. Lead generation through outbound calls, social media networking, and email campaigns. Manage incoming inquiries, handle demo codes, and support contract logistics. Schedule and facilitate account management meetings. Collaborate with the product team for input and user testing. Provide social media marketing support to boost e-Commerce sales. Maintain the sales database and GDPR-compliant opt-in lists. Attend overseas sales events, visit clients, prospects, and channel partners across the UK. Understand business needs, tailor products and services, and recommend solutions to drive revenue.

Freshop – Remote United States/ Mauritius | Project Manager   **October 2020 – March 2021**
Responsible for onboarding, supporting, and managing customers throughout the implementation process. As a product expert, guide customers in onboarding, educate on product use, and ensure issue resolution. Advocate for customers, log and troubleshoot issues in BugTracker/CRM, conduct training, and contribute to knowledge base updates. Collaborate with Quality Assurance and technical teams.

Emirates Airline – Dubai, UAE | Senior Customer Service Professional　　　　　**October 2015 – September 2020**

Successfully served as the initial point of contact, ensuring safety and security as core values. Trained to deliver high-standard customer service and sales at various airline touchpoints. Specialised in exclusive assistance and world-class service for premium, VIP, frequent flyers, and high-profile customers at Dubai International Airport. Recognised to have contributed to new ideas by the Vice President of Airport Services, when reviewing certain processes, and suggested new concepts which have been implemented to benefit the company in return & optimised revenue and cost cutting for Emirates. Recognition for showing constant empathy towards passengers with special needs.

State Bank of Mauritius – Mauritius | Banking Sales and Services Officer　　　　　**August 2011- October 2015**

Successfully drive direct sales of products and services, fostering long-term relationships across diverse customer categories. Act as a trusted advisor for high-net-worth banking clients, developing sales strategies through data mining, cold calling, and referrals from local builders, real estate agents, and contractors. Conduct thorough assessments to ensure customer compliance with regulations and bank policies. In the role of Outdoor Sales & Service Officer at Head Office, covered individual, personal, private banking, assets, wealth/investment, leasing, and corporate banking. Rewarded several times for exceeding sales target monthly and yearly.

EDUCATION

University of Birmingham | Full Stack Web Development Certificate (Grade A)　　　　　**July 2023 – November 2023**

Web Development, UX, Programming, SQL, Quality Assurance, HTML, CSS, JavaScript, jQuery, APIs integration, Bootstrap, Nodejs, React, Google Fonts, Photoshop, Figma, MDN, VScode, GitHub.
Projects: 14 individual projects and 2 Team projects.

Google Digital Marketing Certificate - Online　　　　　**June 2021**

Fashion and Design Business Diploma - Centre of Excellence UK　　　　　**March 2021**

Home Education Diploma - Center of Excellence UK　　　　　**March 2021**

University of London | Bachelor's Degree, LLB　　　　　**May 2015**

Legal studies and practice - Criminal Law - Contract Law - Common Law (English Legal System) - Public Law - Law of Tort - Land Law - Company Law - Labour Law - Jurisprudence & Legal theory - Property Law - Commercial Law - Criminology

Wealth Management Certificate - Mauritius　　　　　**March 2015**

Banking Operations and Management Certificate - HRDC- Mauritius　　　　　**July 2013**

Emirates Aviation University　　　　　**October 2015 – September 2020**

Diploma in Leadership
100+ certified courses – self assigned and mandatory.