



Jean Claude Farrugia

Date of birth: 23/09/2007 | **Nationality:** Maltese | **Gender:** Male | **Phone number:**

(+356) 99366758 (Mobile) | **Email address:** me@jeanfarrugia.net | **Website:** jeanfarrugia.net |

Address: Siggiewi, Malta (Home)

ABOUT ME

As a part-time student passionately pursuing the intersection of technology and business, I thrive in the dynamic landscape where innovation meets strategy. When I'm not immersed in my studies, you'll likely find me fuelled by coffee, exploring the world, and collecting experiences. Eager to leverage my academic pursuits and diverse interests to contribute effectively in a professional setting.

WORK EXPERIENCE

14/05/2024 – CURRENT Valletta, Malta

CREDIT CONTROL AND ADMINISTRATION CLERK M. DEMAJO (SERVICES) LTD

This position mainly includes duties of Credit Control and Debt Collection along with other administration duties. I am responsible for chasing overdue debtors and keeping all records of debtors to ensure efficiency in debt-collection

19/02/2024 – 13/05/2024 Mosta, Malta

CUSTOMER RELATIONSHIP OFFICER CENTRECOM

As a Call Centre Agent within Government Services, my main task was to provide correct and efficient information to the callers while maintaining a transcript of all the calls taken. My main duties were to stay formal and providing first contact resolution if possible, or otherwise transfer to the respective departments. I also had monthly performance sessions which helped me improve any of my difficulties, in which my results monthly were between 90-95% accurate in between calls reviewed by my Team Leaders.

05/06/2023 – 05/06/2024 Valletta, Malta

BARISTA STARBUCKS RESERVE

In my part-time position, I excelled in delivering exceptional customer service and crafting high-quality beverages. With adept multitasking, I managed various responsibilities seamlessly, including precise cash handling. My strong product knowledge allowed me to offer valuable information and recommendations. I also upheld rigorous cleanliness standards, contributing to a hygienic and inviting environment.

11/07/2022 – 24/09/2022 Sliema, Malta

OFFICE CLERK MIMCOL - MALTA INVESTMENT MANAGEMENT COMPANY LIMITED

In my summer position, I took on the responsibility of performing a range of clerical and administrative duties within our shared office space. This included efficiently managing various office tasks, organizing documentation, and ensuring a smooth workflow. In addition, I actively engaged in providing exceptional customer support, addressing inquiries, and offering assistance to enhance overall satisfaction.

EDUCATION AND TRAINING

01/07/2024 – CURRENT

DIPLOMA IN I.T. & COMPUTING Online Business School

Level in EQF EQF level 5

01/07/2024 Malta

ICDL PROFESSIONAL CMC Training Centre

Level in EQF EQF level 4

03/04/2024 Malta

ICDL WORKFORCE CMC Training Centre

Level in EQF EQF level 3

I was studying IT and Marketing at Advanced level & English, Pure Mathematics, and Philosophy as Intermediate subjects along with Systems of Knowledge being Compulsory. However, in mid-January 2024 - I decided to withdraw from my studies continuing on an online basis abroad.

Field of study Information and Communication Technologies

I have obtained the School-Leaving Certificate upon successfully finishing Secondary Education. This also included me obtaining my SEC Level Certifications in my secondary-level education. I have successfully obtained all of the main subjects as well as Computing, Information Technology, and Social Studies. This amounts to a total of 10 SEC passes.

Field of study Generic programmes and qualifications | **Level in EQF** EQF level 3

HONOURS AND AWARDS

25/07/2022

Code Sprint 2022 Competition – ICE Malta

During the summer before my final year of secondary school, I earned an MQF Level 3 award in a coding competition for successfully navigating through the first two stages. The competition focused on Java, showcasing my proficiency and dedication in the language.

27/06/2024

Entrepreneurial Skills Pass – JA Malta

The ESP qualification equips me with essential vocational skills and knowledge. This qualification has enhanced my practical abilities in basic management, communication, and teamwork, while also developing my critical thinking and problem-solving skills. I have also gained foundational entrepreneurial knowledge through the company-program.

Link <https://jamalta.org/accreditation/>

LANGUAGE SKILLS

Mother tongue(s): **MALTESE**

Other language(s):

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken production	Spoken interaction	
ENGLISH	C2	C2	C2	C2	C2

Levels: A1 and A2: Basic user; B1 and B2: Independent user; C1 and C2: Proficient user

DIGITAL SKILLS

Documentation

Analytical and Research | Dynamics Business Central | Microsoft Office (Outlook, Excel, Word, PowerPoint)

Information Technology

System administration | Basic Networking Knowledge | I.T. Troubleshooting | I.T Security | Installation of computer components, servicing of computer hardware, computer peripherals

Computing

Basic Python | Basic Java | Basic HTML, CSS, JS | Relational Databases Fundamentals

HOBBIES AND INTERESTS

Personal Pursuits

My hobbies and interests encompass various areas, including the intricate art of coffee roasting, exploring the realm of information technology security, delving into system administration, and fostering a passion for continuous learning.