



# Jean Claude Farrugia

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## 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) GROUP - MDSL

The credit control & administration clerk role involves managing financial transactions, ensuring timely payments from customers, reconciling accounts, and resolving any billing discrepancies. Responsibilities also include maintaining accurate records, communicating with customers to follow up on outstanding payments, and providing administrative support to the finance department. This position requires attention to detail, strong organizational skills, proficiency in financial software, and the ability to communicate effectively with both internal and external stakeholders.

19/02/2024 – 13/05/2024 Mosta, Malta

**CUSTOMER RELATIONSHIP OFFICER** CENTRECOM

As a Call Centre Agent/Customer Relationship Officer in government services, I prioritize providing top-notch customer support and maintaining accurate records. My role involves addressing citizen inquiries and complaints, adhering to established procedures, and staying informed about government policies. Collaboration with colleagues is crucial for resolving issues, and I aim to meet performance targets consistently. Day-to-day tasks include promptly answering calls, actively listening to customers, and utilizing computer systems for efficient data management. Continuous improvement through training and adapting to changes are essential components of my approach.

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

09/10/2023 – 08/01/2024 Msida, Malta

**POST-SECONDARY EDUCATION** G.F. Abela Junior College

04/10/2016 – 04/04/2023 Malta

**COMPULSORY EDUCATION** Public State Education - St Ignatius (Primary & Middle) / St George Preca (Secondary)

## LANGUAGE SKILLS

Mother tongue(s): **MALTESE**

Other language(s):

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken production	Spoken interaction	
<b>ENGLISH</b>	C2	C2	C2	C2	C2
<b>GERMAN</b>	A2	A2	A2	A2	A2
<b>ITALIAN</b>	A1	A1	A1	A1	A1

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

## ● DIGITAL SKILLS

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### Documentation

Microsoft Powerpoint | Microsoft Excel | Microsoft Word | Microsoft Office

### Information Technology

System administration | Basic Photo Editing | Basic Video Editing | Basic Networking Knowledge

### Computing

Java (basic), Python (basic), | Network Troubleshooting, Computer Hardware and Software Installation

## ● HONOURS AND AWARDS

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03/04/2024

### ICDL Workforce – ICDL Malta

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The ICDL workforce certificate essentially qualifies me of having the ability to work with MS Office and with overall computer systems.

13/07/2023

### SEC Subjects Paper A & Paper B – MATSEC

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I am currently certified at SEC Level in a total of 10 subjects, including English, Maltese, English Literature, Mathematics, Physics, Social Studies, Environmental Studies, Ethics, Information Technology, and Computing.

04/04/2023

### School Leaving Certificate – St Gorg Preca College

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This certificate attests to my successful completion of schooling at a commendable level, accompanied by exemplary behavior, recognized with an MQF Level 3 qualification.

25/07/2022

### Code Sprint 2022 Competition – ICE Malta

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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.

## ● HOBBIES AND INTERESTS

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### Coffee Knowledge

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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.

## ● COMMUNICATION AND INTERPERSONAL SKILLS

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### Communication & Organisation

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My professional strengths include strong organizational skills, collaborative teamwork, effective communication, and proficient multitasking. I bring a structured approach to tasks, foster positive team dynamics, communicate clearly, and excel in managing multiple responsibilities concurrently. These skills contribute to enhanced organizational efficiency and effectiveness.