



Jean Claude Farrugia

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

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.

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.

19/02/2024 – CURRENT 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.

EDUCATION AND TRAINING

04/10/2010 – 27/06/2016 Siggiewi, Malta

PRIMARY EDUCATION St Ignatius Primary School

Website <https://siggiewiprimary.wordpress.com>

28/09/2016 – 28/06/2020 Hal Qormi, Handaq, Malta

MIDDLE SCHOOL EDUCATION St Ignatius Middle School

Website <https://ksihandaq.wixsite.com/handaq>

28/09/2020 – 04/04/2023 Hamrun, Malta

SECONDARY EDUCATION San Gorg Preca Secondary School

Website <https://sgpchamrunsecondary.com>

LANGUAGE SKILLS

Mother tongue(s): **MALTESE**

Other language(s):

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken production	Spoken interaction	
ENGLISH	C2	C2	C2	C2	C2
GERMAN	A2	A2	A2	A2	A2
ITALIAN	A1	A1	A1	A1	A1

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

● **DIGITAL SKILLS**

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**

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.

04/04/2023

School Leaving Certificate – St Gorg Preca College

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

13/07/2023

SEC Subjects Paper A & Paper B – MATSEC

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.

03/04/2024

ICDL Workforce – ICDL Malta

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

● **HOBBIES AND INTERESTS**

Coffee Knowledge

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**

Communication & Organisation

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.