



Jean Claude Farrugia

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ABOUT ME

A tech-driven and business-oriented student passionate about bridging technology and business to drive efficiency. Currently pursuing studies in IT and computing, with foundational knowledge in IT security, networking, automation, and process optimization. Strong analytical and problem-solving skills, with a continuous learning mindset and adaptability in dynamic environments.

Beyond academics, I enjoy exploring new fields, staying up to date with emerging technologies, and appreciating the craft of coffee brewing.

WORK EXPERIENCE

 **KPMG CRIMSONWING (MALTA) LTD – MARSALA, MALTA**

GRADUATE FUNCTIONAL CONSULTANT – 01/10/2025 – CURRENT

- Analyse and document client business processes to identify requirements and improvement opportunities.
- Translate business needs into clear, structured functional and technical specifications.
- Configure and customise ERP/CRM solutions to align with client objectives.
- Participate in system testing, validation, and troubleshooting to ensure solution quality.
- Delivery product demonstrations and presentations to clients, showcasing key functionalities.
- Collaborate with cross-functional teams, including developers and project managers, to support end-to-end implementation.
- Ensure strict compliance with KPMG's Information Security Policy and client confidentiality standards.

 **SIMONDS FARSONS CISK PLC – BIRKIRKARA, MALTA**

CREDIT CONTROL CLERK – 24/09/2024 – 19/09/2025

- Managed accounts receivable by chasing debtors and ensuring timely payments.
- Allocated and reconciled payments accurately, reducing outstanding balances.
- Resolved customer queries related to credit control, improving client satisfaction.
- Successfully digitalized all archived invoices independently.
- Compiled and cleaned client data for our third-party data monitoring system.
- Assisted with reconciliation of a large client outside my portfolio.

 **M. DEMAJO (SERVICES) LTD – VALLETTA, MALTA**

CREDIT CONTROL AND ADMINISTRATION CLERK – 14/05/2024 – 23/09/2024

- Conducted debt collection and maintained records for efficient tracking.
- Assisted in financial reporting and administrative duties to support operations.
- Streamlined record-keeping for improved financial accuracy.
- Independently automated document uploads to internal document storage, ensuring seamless access to requested files.

 **STARBUCKS RESERVE - DEBAR LTD – VALLETTA, MALTA**

BARISTA – 05/06/2023 – 05/06/2024

- Delivered excellent customer service in a high-paced environment.
- Managed cash handling and daily reconciliations.
- Maintained cleanliness and adhered to quality control standards

 **CENTRECOM LIMITED – MOSTA, MALTA**

CALL CENTRE AGENT – 19/02/2024 – 13/05/2024

- Handled high-volume customer service inquiries professionally, managing 100-150 calls daily in a fast-paced environment.
- Achieved 90-95% accuracy in call quality reviews and first-contact resolution, ensuring high customer satisfaction.
- Managed documentation and maintained a high standard of communication, improving workflow efficiency.
- Demonstrated exceptional multitasking by handling complex customer interactions while meeting service-level agreements and maintaining clear, professional communication.

 **MIMCOL - MALTA INVESTMENT MANAGEMENT COMPANY LIMITED – SLIEMA, MALTA**

OFFICE CLERK (SUMMER POSITION) – 11/07/2022 – 24/09/2022

- Performed clerical and administrative duties, ensuring smooth office operations.
- Managed and organized documentation, maintaining accurate records and efficient filing systems.

- Assisted in data entry and administrative support tasks, contributing to streamlined workflow processes.
- Coordinated internal paperwork and reports, ensuring compliance with office procedures.

● **EDUCATION AND TRAINING**

30/09/2025 – CURRENT
PROFESSIONAL DIPLOMA IN DIGITAL MARKETING ICE Campus Malta

Level in EQF EQF level 5

01/07/2024 – 30/09/2025
DIPLOMA IN I.T. & COMPUTING Online Business School

Level in EQF EQF level 5

Malta
ICDL CERTIFICATIONS CMC Training Centre

- ICDL Workforce (MQF Level 3): 03/04/2024
- ICDL Professional (MQF Level 4): 07/08/2024
- ICDL Professional - Digital Marketing (MQF Level 4): 07/09/2024
- ICDL Professional - Data Analytics (MQF Level 4): 06/12/2024

09/10/2023 – 08/01/2024 Msida, Malta
POST-SECONDARY EDUCATION G.F. Abela Junior College

- Studied IT and Marketing (Advanced Level) with English, Pure Mathematics, and Philosophy (Intermediate Level).
- Developed strong analytical, research, problem-solving, and time management skills before choosing to pursue independent online studies.

13/07/2023 Malta
SECONDARY EDUCATION St. Ignatius College (Primary & Middle), St. George Preca College (Secondary)

- Successfully completed secondary education and awarded the School Leaving Certificate (MQF Level 3).
- Obtained 10 SEC (O-Level) passes, including core subjects, Computing, Information Technology, and Social Studies.

● **HONOURS AND AWARDS**

25/07/2022
Code Sprint 2022 Competition – ICE Malta

- Earned an MQF Level 3 award in a national coding competition, successfully advancing through the first two stages.
- Demonstrated proficiency in Java programming, problem-solving, and algorithmic thinking.

27/06/2024
Entrepreneurial Skills Pass – JA Malta

- Developed practical skills in management, communication, and teamwork through the JA Malta Company Program.
- Enhanced critical thinking and problem-solving abilities, gaining foundational entrepreneurial knowledge.

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
ITALIAN	A2	A2	A1	A1	A1
GERMAN	A2	A2	A2	A2	A2

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

● **SKILLS**

IT & Security

IT Troubleshooting | IT Security & Cyber Awareness | Data Reconciliation & Reporting | Microsoft Office Suite | Digitalization & Document Archiving

Automation & Process Optimization

Power Apps | Power Automate | Power BI

Data & Business Tools

Ross ERP | Microsoft Dynamics Business Central | Microsoft Dynamics CRM | Salesforce CRM | Basic Relational Databases (SQL) | Oracle BIEE