ANTON Farrugia

Date of birth: 27/08/1989 | **Nationality:** Maltese | **Phone number:** (+356) 79052105 (Mobile) | **Email address:**

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WORK EXPERIENCE

16/03/2021 – 26/05/2024 Qormi, Malta
HEAD OF IT MEDILINK INTERNATIONAL LTD.

Provision of Reliable ICT Services (ensuring reliable ICT service delivery to over 150 internationally-located employees)

Strategic Planning (ensure that yearly IT KPIs align with those of the Organisation)

Vendor Management (ensure that all IT services are vendor-supported and SLAs established)

Business Analysis (proposal of technical solutions for areas of improvement identified from incident reports)

Providing Centralised ICT Support Services (ensuring that all support tickets were logged and processed in accordance to SOP's)

Identity Management (Entra-ID and on-prem Active Directory)

Microsoft Office 365 (incl. job role-based permissions)

Endpoint Management (Microsoft Intune and Defender and Sophos Endpoint Agent - incl. BYOD)

Cloud Solutions (management and continual development ERP and other cloud-hosted systems)

Service Level Management (ensuring that reported issues are dealt with within specified time-frames)

User On-Boarding and Training (ensuring that all on-boarded users are familiar with ICT policies and relevant software and services)

Risk Management (exercise undertaken yearly as part of ISO 27001 certification process)

On-going market research to identify potentially advantageous IT products

12/03/2012 – 15/03/2021 Valletta, Malta
ICT OFFICER MALTA PUBLIC SERVICE

Analysis of business processes to identify areas that can be improved through ICT.

Proposing new ICT initiatives to management.

Reduction in business overheads by upgrading to more modern and efficient technologies.

Formulation of ICT strategies in-line with business requirements and central Government strategies.

Formulation and dissemination of ICT policies that regulate the use of ICT throughout the ministry.

Formulation of CAPEX and OPEX budgets in-line with ICT strategy and Budget and Electoral Measures.

Management of ICT personnel tasked with telephony, asset management, end user support, network infrastructure, websites and intranets.

Supplier management and periodical support contract reevaluation.

Mentoring and training of junior team members.

01/01/2008 – 11/03/2012 Luqa, Malta
IT ADMINISTRATOR PJ SUTTERS GROUP

Asset Management.

Network Infrastructure Management.

Windows Server and ADFS Management.

Project Management related to the implementation and upgrades of software systems.

Telephony Support.

Business Intelligence and Reporting Tools.

Development of Windows Mobile applications and deployment of hardware.

Desktop Support.

01/11/2006 – 31/08/2007 Paola, Malta
SOFTWARE SUPPORT TECHNOSOFT LTD

Software Support.

Implementation of Hospitality, Payroll, Accounts and Hotel Systems.

Product Demonstrations.

Software Testing.

User Training.

EDUCATION AND TRAINING

2013 – 2016
M.SC. BUSINESS INFORMATION SYSTEMS MANAGEMENT Middlesex University

Regulation of Electronic Commerce and Information Technology.

Knowledge Management Systems.

Information Systems Quality Management.

Web-Based Information Systems Management.

Post-Graduate Project (Thesis)

Level in EQF EQF level 7

2010 – 2011
B.SC. (HONS) IN INTERNET APPLICATIONS DEVELOPMENT Middlesex University

Advanced Web Technologies.

Data Warehousing and Business Intelligence.

Client/Server Web System Development.

Software Development Project (Thesis).

Level in EQF EQF level 6

2006 – 2009
INTERNATIONAL ADVANCED DIPLOMA IN COMPUTER STUDIES (I.A.D.C.S.) NCC Education

Business Systems Analysis.

Enterprise Networking.

Business Systems Design.

Database Design and Development.

C++.

Advanced Java.

Computer Forensics.

Internet Security.

Level in EQF EQF level 5

2005 – 2006
INTERNATIONAL DIPLOMA IN COMPUTER STUDIES (I.D.C.S.) NCC Education

Computer Technology.

Systems Development.

Business Communication.

Business Organisation.

Programming Methods.

Microsoft Visual Basic .NET.

A+ (PC Support Technician).

Networking.

Level in EQF EQF level 4

2000 – 2005
SCHOOL LEAVING CERTIFICATE, O-LEVELS St Aloysius' College (Secondary School)

English Language.

Mathematics.

Italian.

Computer Studies.

English Literature.

French.

Religion.

Physics.

Biology.

Chemistry.

Maltese.

Environmental Studies.

Social Studies.

COMMON ENTRANCE EXAMINATIONS San Andrea School (Primary School)

English.

Mathematics.

Maltese.

Religion.

Social Studies.

Information Technology.

History.

Geography.

Physical Education.

Personal and Social Development.

Italian.

Art.

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	C1	C1	B2	B2	B2

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

DIGITAL SKILLS TEST RESULTS

Information and data literacy   **ADVANCED**   Level 6 / 6

Communication and collaboration   **ADVANCED**   Level 6 / 6

Digital content creation   **ADVANCED**   Level 6 / 6

Safety   **ADVANCED**   Level 6 / 6

Problem solving   **ADVANCED**   Level 6 / 6

Results from a self-assessment based on The Digital Competence Framework 2.1

DRIVING LICENCE

Driving Licence: B