

## PERSONAL INFORMATION

## Ritona Muscat

📍 Triq il Katakombi, 3, MQB1841 Mqabba (Malta)

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## WORK EXPERIENCE

01/03/2018–Present

## Assistant Business Analyst

RS2, Mosta (Malta)

- Documenting Production Issues through Jira.
- Testing and Replicating the issues.
- Writing Down test cases.
- Use of SQL to analyse an issue in depth
- Requirements Gathering for a change request

01/06/2017–26/02/2018

## Application Support Officer

GlobalCapital PLC, Ta' Xbiex (Malta)

- Providing support for clients
- Documenting issues and teaming up with the support team in order to be able to provide the highest standard of the system to the client.
- Providing support for application configuration and upgrades
- Problem analysis and resolution for application problems.
- Some Related tasks to databases where creating queries to update a field.

27/06/2016–31/05/2017

## IT Apprentice

GlobalCapital PLC, Ta Xbiex (Malta)

- Most of the duties involved the day to day IT help desk issues

## EDUCATION AND TRAINING

2004–2010

ST Benedict Primary School, Mqabba (Malta)

2010–2015

St Thomas Moore Girls Secondary School, Santa Lucija (Malta)

- Ordinary Level Results are as follows
  - Computer Studies: 4
  - English 6
  - Italian 3
  - Maltese 4
  - Mathematics 5
  - Physics 5
  - Social Studies 5
  - Religion 6
- European Computer Driving Licence - ECDL Core

2015–2017 **Advanced Diploma in IT ( Software Development)**  
MCAST, Paola (Malta)

Level 4

## PERSONAL SKILLS

Mother tongue(s) Maltese

Foreign language(s)

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken interaction	Spoken production	
Italian	B2	B2	A1	A1	A1
English	B2	B2	B2	B2	B2

Levels: A1 and A2: Basic user - B1 and B2: Independent user - C1 and C2: Proficient user  
Common European Framework of Reference for Languages

Job-related skills

- Approachable and friendly
- Able to work in group or independently
- I am keen to learn and acquire new skills through employment

Digital skills

SELF-ASSESSMENT				
Information processing	Communication	Content creation	Safety	Problem solving
Independent user	Proficient user	Independent user	Basic user	Independent user

Digital skills - Self-assessment grid

- Good command of Microsoft office tools (Word, Access, Power Point, Excel, Internet, Outlook, etc.)
- Good Knowledge when working with MS Sql and MySQL
- Knowledge of debugging in C#
- Knowledge of writing code in PHP, HTML, CSS
- Good Knowledge of using JIRA
- Good Knowledge of using SSRS Reports

Driving licence B