

PERSONAL INFORMATION

Ritona Muscat

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

📞 79907932

✉ ritona.muscat13@gmail.com

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