



Christian Dalli

Date of birth: 27/04/1987 | **Nationality:** Maltese | **Gender:** Male | (+356) 79808622 |

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Block G, Dr 17, Triq in-Narcis, Mtarfa, Malta

● WORK EXPERIENCE

14/02/2019 – CURRENT

DEVICE SUPPORT OFFICER – GO PLC

- In charge of the device support department
- Reports directly to the manager
- Back office/office administration
- Testing of devices and equipment
- Troubleshooting broadband, TV and mobile networks
- Providing technical assistance to technical agents at retail outlets through Teams, emails, phone calls and onsite visits
- Updating tech specification sheets with latest models for display outlets
- Checking Web content to ensure that all devices are listed in order and with the correct specifications
- Providing training on new devices/processes
- Installing and checking hands on devices at retail outlets
- Updating data and maintaining a record of all repair forms
- Liaising with suppliers and customers about quotes through emails and phone calls
- Sending/receiving shipments with devices to/from foreign suppliers
- Sending/receiving devices to/from retail outlets for repairs to local suppliers
- Stock taking and transferring/accepting stock to/from stores and retail outlets
- Handling of repairs
- Setting up and transferring/backing up data of mobile devices
- Making use of CRM

Birkirkara

06/03/2017 – 13/02/2019

SALES AND CUSTOMER SUPPORT AGENT – GO PLC

- Front desk support
- Bill processing
- Stock control
- Attending training on new tariffs/products/processes
- Up selling new tariff plans/products
- Creating accounts and inputting clients data
- Aware of GDPR regulations
- Processing sales orders
- Issuing of appointments for installations
- Answering queries through email
- Making use of CRM
- Keeping outlet and work area organised

Birkirkara/Mosta

18/04/2005 – 01/03/2017

QUALITY INSPECTOR – NYLON KNITTING

- Keeping an eye for detail on finishing textiles
- Fixing yarn

Qormi, Malta

● EDUCATION AND TRAINING

10/2013 – 02/2014 – Zebbug, Malta

CERTIFICATE OF COMPLETION WEBSITE DEVELOPER – Institute of Computer Education

- Database Development course
- PHP Foundations course
- PHP Advanced course

04/2013 – 06/2013 – Zebbug, Malta

CERTIFICATE OF COMPLETION WEBSITE DEVELOPMENT – Institute of Computer Education

- HTML5
- CSS3
- JavaScript
- JQuery
- Wordpress

02/2013 – 04/2013 – Zebbug, Malta

CERTIFICATE OF COMPLETION WEBSITE DESIGN – Institute of Computer Education

- Website concept design in Photoshop
- Introduction to Photoshop
- Introduction to Dreamweaver
- HTML
- CSS
- Text formatting
- Finalising and publishing a website
- Cross-Browser compatibility

09/1999 – 05/2003 – Valletta

SECONDARY EDUCATION – St. Albert The Great College

MATSEC Examinations:

- Mathematics
- Physics
- Computer Studies
- English Language
- Maltese
- Italian
- Business Studies
- Social Studies
- Environmental Studies
- Religious Knowledge

Other Certificates:

- ECDL

● LANGUAGE SKILLS

Mother tongue(s): MALTESE

Other language(s):

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken production	Spoken interaction	
ENGLISH, ITALIAN	C2	C2	C1	C1	C1

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

- **DIGITAL SKILLS**

Social Media | Web Development: HTML 5, CSS, JavaScript | Responsive Design | Adobe Photoshop 2018 | GIT (GitHub) | Bootstrap | SQL/MYSQL | Suite MS Office (Word, Excel, PowerPoint, Outlook, SharePoint)

- **COMMUNICATION AND INTERPERSONAL SKILLS**

Communication and interpersonal skills

Good communication skills gained through my experience as a sales and customer support agent both in sales and service centre.