

## PERSONAL INFORMATION

## Dylan Gauci



 Zejtun (Malta)

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## EDUCATION AND TRAINING

Oct 2017–Present

## Bachelor of Arts in Management with Psychology

EQF level 6

Global College Malta Ltd., SmartCity, Kalkara (Malta)

- Psychology,
- Economics,
- Research methods,
- Management theory,
- Strategic management,
- Organisational Behaviour and Human Resource management, and
- Marketing Management.

Oct 2016–Jul 2017

## Certificate in General Studies

EQF level 5

University of Malta, Msida (Malta)

- Assignments,
- Class debating,
- Extensive reading, and
- Improvement of English communication skills.

Oct 2015–Jul 2016

## Certificate in General Studies

EQF level 5

University of Malta, Msida (Malta)

- Human physiology,
- Human anatomy,
- Human movement,
- Application of therapy, and
- Effective communication for physiotherapists.

2014–2017

## A levels and Intermediate Levels

EQF level 4

Junior College, Msida (Malta)

- Physics (A level),
- Biology (A level),
- Marketing (A level),
- Physical Education (IM level),
- English (IM level),
- Psychology (IM level), and
- Systems of Knowledge (IM level).

Apr 2012

### O' Levels

EQF level 3

St. Thomas Moore Boys Junior Lyceum, Hamrun (Malta)

- Mathematics,
- Maltese,
- English Language,
- Physical Education,
- Biology,
- Physics,
- Religion, and
- Environmental Studies.

## WORK EXPERIENCE

Nov 2018–Jul 2019

### Corporate Services Administrator (FT)

CCA INTERSERV LIMITED, Valletta (Malta)

- Operating an office environment,
- Liaising with the Registry of Companies,
- Booking foreign and local couriers,
- Drafting corporate documents, and
- Information and filing management.

Apr 2018–Nov 2018

### Hospitality Administrator (FT)

CCA INTERSERV LIMITED, Valletta (Malta)

- Maintaining boardrooms up to standard,
- Leading clients to boardrooms, and
- Organizing, planning and coordinating travel arrangements for internal delegates.

Apr 2017–Apr 2018

### Insurance Executive (FT)

ROCS Co. Ltd, Mellieha (Malta)

- Operating an office environment,
- Taking incoming calls,
- Assisting clients with insurance issues and providing them with the necessary follow-up,
- Following daily procedures to ensure an efficient continuity,
- Taking care of paperwork and filing,
- Maintaining and updating clients' records on computers, and
- Working within a team to provide an excellent service to our clients.

Dec 2016–Jun 2017

### Customer Contact Agent (PT)

Charichelon Co. Ltd - ROCS Co. Ltd, Mellieha (Malta)

- Setting appointments through cold-calling with prospective clients,
- Calling existing clients in respect of any issue,
- Liaising with internal staff,
- Taking incoming calls and handling queries, and
- Forwarding calls to respective divisions within the company.

Jul 2016–Sep 2016

### Child Support Worker (PT)

FES (Foundation for Educational Services), Mtarfa (Malta)

- Taking care of children,
- Assisting Playworkers in their work, and
- Reporting to and assisting the Administrative Staff.

Mar 2015–May 2015

### Bartender (PT)

it-Tartarun, Marsaxlokk (Malta)

- Manning the bar,
- Greeting customers,
- Serving wine & water beverages,
- Keep up with orders,
- Keep the bar stocked,
- Seating guests, and
- Maintaining hygiene & cleanliness.

Oct 2014–Dec 2014

### Operator (FT)

STMicroelectronics Malta Ltd, Hal Kirkop (Malta)

- Operating Machinery/Handlers, and
- Keeping up with production.

Jun 2014–Oct 2014

### Waiter (PT)

Busy Bee Ltd., Msida (Malta)

- Serving Food and Beverages, and
- Assisting guests.

Jun 2013–Nov 2013

### Crew Member (PT)

Arcades Ltd. - McDonalds, Marsa (Malta)

- Food Preparation, and
- Maintaining cleanliness and hygiene.

## PERSONAL SKILLS

Mother tongue(s)

Maltese

Foreign language(s)

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken interaction	Spoken production	
Maltese	C2	C2	C2	C2	C1
English	C1	C1	B2	B2	C1
Italian	A1	A1	A1	A1	A1

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

Communication skills

Good communication skills gained through my experiences at previous and current employments.  
Verbal skills include: verbal, written, non-verbal as well as digital.

Organisational / managerial skills

- Effective organisational skills in relation to task completion and administration.

Job-related skills

- Excellent task coordination skills, and

- Effective problem-solving skills.

#### Digital skills

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

#### Digital skills - Self-assessment grid

- ECDL Certificate, and  
- Digital Music Production Certificate