

Jonathan Zammit

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PROFILE

I have recently completed my Bachelor of Science (Honours) in Business and IT at the University of Malta. This degree has strengthened my strong interest in both the business and the technology sectors, and I am particularly passionate about discovering how digital innovations can address real-world business challenges. I am also intrigued by the financial world and have a growing interest in emerging technologies such as Blockchain and AI, which I believe are transforming the future of business. I am also willing to pursue certifications and a Master's degree alongside my professional career to continue advancing my academic and practical knowledge.

EMPLOYMENT HISTORY

Administrator (ICT), Malta Digital Innovation Authority Oct 2025 - Current

- Provide technical support and troubleshooting to end users, ensuring timely resolution of ICT-related issues and maintaining smooth daily operations.
- Administer and maintain the Authority's ICT infrastructure, including system configuration, updates, and performance monitoring.
- Manage and track IT equipment and laptop inventory, ensuring accurate records and efficient asset allocation across the organisation.
- Collaborate with MITA and external service providers on system maintenance, software deployment, and network optimisation.
- Maintain and update user accounts, ensuring proper access controls and adherence to IT security policies.
- Participate in IT risk management and governance activities, contributing to continuous improvement of internal processes and policies.
- Support ICT projects and assist in implementing new solutions to enhance operational efficiency and technology alignment.

Operations Assistant, Jolly Jump - GARD Group

July 2025 - Oct 2025

- Oversaw bar and food service operations in a fast-paced environment, ensuring smooth coordination and timely customer service.
- Managed supplier communication, inventory, and deliveries while maintaining accurate stock control.
- Assisted in event operations and daily venue upkeep, including pool maintenance and safety checks.
- Supported management with staff supervision and issue resolution to ensure efficient day-to-day operations.

Student Intern, Malta Business Registry

Mar 2024 - May 2025

- Maintained the IT Asset Management system, ensuring accurate records while tracking efficiency and compliance with company policies.
- Contributed to a business intelligence project using Power BI, assisting in data preparation, dashboard creation, and visualisation of KPIs to support management decision-making.
- Provided first-level technical support to internal users, resolving issues related to hardware and software.
- Assisted with audio management for the Link Conference Hall, ensuring smooth technical operations.
- Performed User Acceptance Testing on new systems and applications, documenting test results, identifying issues, and authoring detailed bug reports.

Student Intern, Ministry for Heritage, Arts and Local Government**Oct 2023 - Mar 2024**

- Utilised WordPress to edit and maintain local councils' websites, ensuring accurate and up-to-date information for the public.
- Assisted in developing and implementing data visualisations solutions using Power BI.
- Provided customer support services, addressing inquiries and resolving issues promptly.
- Helped in the creation of performance dashboards to monitor team service performance and user metrics.

Summer Student Intern, PwC**Jul 2023 - Oct 2023**

- Assisted full-time staff with various tasks and responsibilities, supporting team objectives.
- Participated in the analysis of current business processes to identify opportunities for advancement.
- Converted corporate procedures into texts that make crucial information available to internal teams.
- Communicated effectively with team members, to ensure that the documentation is aligned with the project's objectives and client expectations.

Staff Member, Food Chain Limited - Burger King**Jul 2021 - Jan 2023**

- Took and processed customers' orders quickly and accurately.
- Maintained cleanliness and hygiene throughout the restaurant.
- Provided excellent customer service, while working in a fast-paced and dynamic environment.
- Collaborated with team members to ensure smooth operations and effective communication.
- Operated cash register, credit card machine, and other electronic equipment accurately and efficiently.

EDUCATION**Bachelor of Science (Hons) in Business and IT, University of Malta****Sep 2022 - June 2025****A-levels, Junior College****Oct 2020 - May 2022****Intermediates, Junior College****Oct 2020 - May 2022****O-levels, Saint Elias College****Sep 2015 - April 2020**

LANGUAGES**English and Maltese**

SKILLS

- Proficient in Google Workspace and Microsoft Office Suite
 - Familiar with WordPress and Power BI
 - Basic knowledge of R and SQL for data analysis and database queries
 - Strong interest in Blockchain, Cryptocurrencies, AI, and emerging technologies
 - Solid understanding of IT tools and technologies
 - Research and analytical skills
 - Problem-solving and critical thinking skills
 - Effective time management and ability to work under pressure
 - Adaptability to fast-changing environments
 - Skilled in teamwork and collaboration
 - Quick learner with a strong desire to learn and improve
 - Self-motivated and proactive approach to learning and professional growth
 - Excellent communication and presentation skills
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HOBBIES

I enjoy staying active through regular gym workouts and jogging, as I believe that physical activity supports both mental and physical well-being. I also have a strong interest in reading non-fiction books and conducting research on current topics such as technology, finance, and innovation.

Previously, I played for Tarxien Rainbows in the Youth League for five years as a fullback or a central defensive midfielder. This experience helped me develop valuable skills in teamwork, communication, and decision-making under pressure. I also enjoy watching football as a continued passion for the sport.

In my free time, I also value spending quality time with my girlfriend, friends, and family, as I believe maintaining meaningful relationships is important for overall balance and well-being

EXTRA-CURRICULAR ACTIVITIES

Art Project

May 2021 - June 2021

Collaborated with a local artist in the creation process of a painting in Italy. I assisted with the planning and execution of the project, including the creation of artwork and installation. With this experience, I have developed skills in art creation, installation, and event planning. I have also improved my language skills through immersion in a foreign language and culture.
