



Nicole Grima

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Nationality: Maltese

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WORK EXPERIENCE

Marsa, Malta

Business or Sector Information and communication | **Department** Digital Team |
Website <https://www.go.com.mt/>

Product Delivery Associate - Youth Exposure

05/08/2019 – 2022

- Interface with GO's commercial teams to assist with gathering and defining requirements and agreeing upon project scope and objectives.
- Work closely with the team to assist with document progress, scoping pages, status of work assignments, including gathering effort estimates on the tasks required.
- Assist Product Owners with managing the project lifecycle i.e. scope, acceptance and deployment based on agreed requirements.
- Work in an agile environment.
- Assigned different duties in accordance to Group exigencies from time to time (Team leader Cebu team, WordPress)

Marsa, Malta

Product Delivery Associate

2022 – 2024

- Interface with GO's commercial teams to assist with gathering and defining requirements and agreeing upon project scope and objectives.
- Work closely with the team to assist with document progress, scoping pages, status of work assignments, including gathering effort estimates on the tasks required.
- Assist Product Owners with managing the project lifecycle i.e. scope, acceptance and deployment based on agreed requirements.
- Work in an agile environment.
- Assigned different duties in accordance to Group exigencies from time to time (Team leader Cebu team, WordPress)

Haz-Zebbug, Malta

Product Delivery Associate - Apprentice

20/02/2024 – 28/01/2025

- Interface with GO's commercial teams to assist with gathering and defining requirements and agreeing upon project scope and objectives.
- Work closely with the team to assist with document progress, scoping pages, status of work assignments, including gathering effort estimates on the tasks required.
- Assist Product Owners with managing the project lifecycle i.e. scope, acceptance and deployment based on agreed requirements.
- Work in an agile environment.
- Assigned different duties in accordance to Group exigencies from time to time (Team leader Cebu team, WordPress)

Rabat, Malta

FES - Klabb 3-16 Playworker

26/05/2025 – 07/07/2025

- Ensuring that the programme of activities delivered is interesting, valuable and appropriate to the children using the facilities. The playworker needs to provide a variety of play and learning opportunities, while identifying and accommodating changing needs.
- Ensuring the safety and well-being of programme users through checking equipment, undertaking first line child protection measures and organising activities appropriate to the users at any given time.
- Providing a positive model of behaviour, by being well acquainted with FES policies & procedures and ensuring that such policies are being followed.
- Ensuring that parents, carers and other visitors are made to feel welcome on visiting the Centre. Any information requested by parents, carers or guardians are to be directed to the centre coordinator. At no point are play workers to discuss matters with parents, carers and guardians.
- Maximising the learning value of the activities through planning, evaluation and self-reflection. Keeping in mind that some children may require special attention and/or will have come from various cultural and religious backgrounds.
- Lead groups of children in various activities, such as physical games, arts and crafts, creative play, games and other learning activities. Manage behaviours and adapt the activity to meet the needs of groups or individuals. Following planning, resources are to be prepared prior to the activity.
- Support children on a reduced ratio, ensuring that they are included in activities being conducted and/or planning activities that support the child's learning.
- Contributing to the accountability of the centre through assisting in the maintenance of agreed records including registers, serious injury reports, incident reports, guardian consent forms and collecting of money including issuing of receipts.

FES - SkolaSajf - Playworker (Shared LSE)

07/07/2025 – 05/09/2025

- Ensuring that the programme of activities delivered is interesting, valuable and appropriate to the children entrusted to your care by providing a variety of play and learning opportunities and identifying and accommodating changing needs.
- Ensuring the safety and well-being of programme users through checking equipment, undertaking safety measures and organising activities appropriate to the users at any given time.
- Ensuring that parents, carers and other visitors receive appropriate information and advice through the centre coordinator.
- Liaising with the class playworker to provide and adapt a variety of appropriate play opportunities and activities for children within your care taking into consideration the children's needs, cultural backgrounds, e tc.
- Contributing to the accountability of the centre through assisting in the maintenance of agreed records including registers, accident books, etc.
- Evaluation of activity adaptation based on child's needs, engagement, etc.
- Lead groups of children in specific sport, games, crafts and learning activities. Manage behaviours and adapt the activity to meet the needs of groups or individuals.

Learning Support

- supporting and collaborating colleagues in the running of Klabb 3-16 activities;
- assisting in the preparation of educational materials and playing an active part in all the components of the instructional and educational process in class;
- promoting an inclusive community of learners, in collaboration with all members of Klabb 3-16 staff where all students are valued and respected. This includes collaborative work in school and with other agencies, such as Resource Centres, Non-Governmental Organizations (NGO)'s and other educational and therapeutic environments;
- following guidelines in reports issued to parents by professionals/professional bodies ex. CDAU; promoting at all times the aims, ethos and policies of the Foundation for Educational Services Skolasajf and actively working as a member of the staff team;
- assisting in the preparation, dissemination and use of teaching resources;
- supporting student/s during activities held outside the Klabb 3-16 premises.

FES - Klabb 3-16 - Child Support Worker

23/09/2025 – Current

- Ensuring that the programme of activities delivered is interesting, valuable and appropriate to the children entrusted to your care by providing a variety of play and learning opportunities and identifying and accommodating changing needs.
- Ensuring the safety and well-being of programme users through checking equipment, undertaking safety measures and organising activities appropriate to the users at any given time.

- Ensuring that parents, carers and other visitors receive appropriate information and advice through the centre coordinator.
- Liaising with the class playworker to provide and adapt a variety of appropriate play opportunities and activities for children within your care taking into consideration the children's needs, cultural backgrounds, etc.
- Contributing to the accountability of the centre through assisting in the maintenance of agreed records including registers, accident books, etc.
- Evaluation of activity adaptation based on child's needs, engagement, etc.
- Lead groups of children in specific sport, games, crafts and learning activities. Manage behaviours and adapt the activity to meet the needs of groups or individuals.

Learning Support

- supporting and collaborating colleagues in the running of Klabb 3-16 activities;
- assisting in the preparation of educational materials and playing an active part in all the components of the instructional and educational process in class;
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- following guidelines in reports issued to parents by professionals/professional bodies ex. CDAU; promoting at all times the aims, ethos and policies of the Foundation for Educational Services Skolasajf and actively working as a member of the staff team;
- assisting in the preparation, dissemination and use of teaching resources;
- supporting student/s during activities held outside the Klabb 3-16 premises.

EDUCATION AND TRAINING

2023 – CURRENT Paola, Malta

Bachelor of Science (Honours) in Creative Computing MCAST

Website <https://mcast.edu.mt/> | Level in EQF EQF level 6

2019 – 2023 Paola, Malta

Advanced Diploma in Multimedia Software Development MCAST

Website <https://mcast.edu.mt/> | Level in EQF EQF level 4

2018 – 2019 Paola, Malta

Diploma in iGaming MCAST

Website <https://mcast.edu.mt/> | Field of study Information and Communication Technologies | Level in EQF EQF level 3

Pembroke, Malta

School Leaving Certificate St. Catherine's High School

Website <https://stcatherines.eu/> | Final grade Level 3

Pembroke, Malta

O Levels St. Catherine's High School

Maths
English
Maltese
Italian
Computing
VET

Website <https://stcatherines.eu/> | Field of study Education

Pembroke, Malta

ECDL St. Catherine's High School

Website <https://stcatherines.eu/>

LANGUAGE SKILLS

MOTHER TONGUE(S): Maltese

Other language(s):

English

Listening C1

Spoken production C1

Reading C1

Spoken interaction C1

Writing C1

Italian

Listening C1

Spoken production B1

Reading C1

Spoken interaction B1

Writing B1

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

SKILLS

Good listener and communicator | Product Specialist | Graphic Design, | Quality Assurance | WordPress | Atlassian stack (Jira, Confluence, ...) | Zephyr Scale | Product Quality | Microsoft Office package: Microsoft Word, Excel, PowerPoint, Access | Agile methodologies (e.g., SAFe, Scrum) | Organizational and planning skills

CONFERENCES AND SEMINARS

05/05/2025 – 15/05/2025 MCAST IICT

MCAST IICT and MBO College Amsterdam

Contributed to an international collaboration with MBO College Amsterdam by delivering teaching sessions and workshops on web design and development. Strengthened cross-cultural communication and teamwork while supporting knowledge exchange between institutions.

29/04/2025 MCAST IICT

MCAST Internet Safety Workshop

Organised and delivered an interactive workshop on internet safety for young women, covering safe practices on social media and dating apps. Focused on raising awareness about online risks while promoting responsible digital behaviour and self-protection strategies.

09/2023 MITA

Security Operations Centre Analyst Foundation Course

Gained foundational knowledge of security operations practices, including threat detection, incident response, vulnerability management, and security monitoring. Developed practical skills in identifying and mitigating cyber threats within an enterprise environment.

11/2024 MITA

Cyber Root Conference 2024

Attended sessions focused on emerging trends in cybersecurity, including threat intelligence, incident response, and best practices for securing digital environments. Networked with industry experts and gained practical insights into current and future security challenges.