Jonathan Camilleri B.Sc IS&M

jonathan.camilleri@outlook.com / http://mt.linkedin.com/in/jonathancamilleri

Mobile   +356 7982 7113 Skype: camilleri.jon

Resume

Professional experience of 4 years in customer facing roles in the financial services industry, and, 5 years holding technical support and software development roles.

My achievements have lead to strategic alignment in public and private entities, business process re-engineering, and, automation amongst other managerial and leadership duties.

Forward-looking, and, motivated by opportunities to develop and organize solutions to organizational problems.

I am proficient in a number of programming languages and have a high level understanding of programming paradigms. I am well versed in management and organizational skills.

EMPLOYMENT

ICT Applications Officer | Government of Malta | http://www.gov.mt

Duties include managing and administering applications, auditing agreements according to the Contracts Management Policy within the Public Service, and, providing strategic and technical and day to day guidance on application management and support.

Systems Analyst | Bizfront Limited | http://www.bizfront.eu.
Birkirkara, Malta

Business analysis and client liaison as part of the project management team collaborating on **CAP II Reform** at the Paying Agency for the Department of Environment, Food and Rural Affairs (DEFRA), Reading, UK.

Our team contributed to the CAP II Delivery project at the Department for Environmental Food and Rural Affairs, by leading the implementation of **Agri:Siti**, a geographical information system developed by Abaco Group (Italy) jointly with the support of Bizfront Limited, who collaborate on customizations to the software products developed by **Abaco Group**.

Technologies that make up the software products include Java EE, Oracle 10/11g, Oracle PL/SQL with specialization on spatial data.

Tutor | LifeLong Learning Programme, Government of Malta | www.lifelonglearning.gov.mt.
Hamrun, Malta

Teaching accounting to students (MQF Level 1) to a class of 25 students whose age varies between 19 and 80+, using teaching methods based on those in use by warranted lecturers of the University of London, and, including email tutorials, individual student support, and, classroom training.

Product Manager | Business Intelligence Solutions Limited | www.key.com.mt
Msida, Malta

Implementation consultant for business Intelligence and accounting software solutions, based on **QPR** Business Intelligence Software, and, **DMS** Financial Management (accounting).

DMS Financial Management was developed and written by Luxembourg-based Silicon DNA, and, marketed to accounting professionals, including Portman International (UK/Malta) and others.

Quality Assurance Analyst at KEY Software, testing web applications deployed within an environment that is managed using **Agile** software methodology, and, development done in **ASP.NET**, and, **JavaScript**. **Search engine optimization** techniques and training was part of my skillset.

Software Analyst | Indra Sistemas SA | www.indracompany.com
Floriana, Malta

Support developer and software analyst sub-contracted to support the customization of TronWEB, a software product which supports accounting for the insurance services industry, including debugging and writing scripts using **PL/SQL**, business analysis, and, testing on a white-box basis.

Performance Analyst | Malta Information Technology Agency | www.mita.gov.mt
Blata l-Bajda, Malta

Responsibilities include monitoring of projects, and administration, using a methodology that is based on **PRINCE2**, along with systems administration of the time recording system. The agency used **ITIL** as part of its service management strategy.

Accounts Clerk | Inspire Foundation | www.inspire.org.mt
Bulebel, Malta

Responsible for supporting the day to day operations within the Accounts Department, book-keeping of financial data (using Sage Line 50), creditors/debtors control, reconciliations, developing systems of control, and, ensuring accurate, reliable, and, up-to-date accounting data. I was hired to replace the Finance Executive at a lower wage, due to the fact that the organization was undergoing difficult financial times, according to the Head of Finance and Projects.

Accounts Executive | Liaco Ltd | www.subaru.com.mt
Lija, Malta

Responsible for accounting (using Sage Line 50) stock management, sales and order monitoring, shipping, supplier management, local sales support, administration of export sales (UK) and shipping logistics, warranty and after sales support, dealership administration, and, duties assigned to me including market research, reviews, due diligence, and competitor analysis.

We were also ma

Technical Communicator | GFI Software | www.gfi.com
San Gwann, Malta

Responsible for user experience research and user support, providing insight into product functionality and **non-functional requirements** and **user interface** according to industry interface standards as well as manage the user manuals and other documentation, and, developing usability plans and providing feedback for performing hands-on **usability testing**.

Senior Technical Officer | GO plc | www.go.com.mt
Marsa, Malta

First line of support of ISs at Mobisle Communications Ltd (subsidiary of GO plc.); responsibilities include monitoring, support and troubleshooting technical issues on a 24/7 rota basis (5 months), where responsibilities included ensuring 99% uptime of all ISs.

First line of support for Broadband Internet (ADSL) and Television Services (DDTV) to residential customers at the Call Centre, managed by Telepage Ltd (sub-contractor of GO plc.) (3 months).

Software Developer | 6pm plc | www.6pmmalta.com
Naxxar, Malta

Projects include configuration of universes using **Business Objects XI** Designer, reporting using **Web Intelligence XI** and **Desktop Intelligence XI** from **Oracle** and **Microsoft SQL Server** databases, research as required by management, and, reviewing documentation for training.

We were also looking into the product management of a reporting tool developed by a third party and assessing its viability for using it as the underlying technology for software projects.

Sub-contracted for five months to work for a leading specialist in software solutions in Warwickshire, Focus Solutions. Developed successfully within three projects, supporting and coding web-based interfaces using Goal Technology, for the financial services industry for names including HSBC Bank plc (UK), and, insurance providers. The latter development tool allows development using a Goal Technology (IDE) and Java script for client-side development.

Signatory | APS Bank Ltd | www.apsbank.com.mt
Floriana, Malta

Front office and back office (banking operations)
Back office, front office cashier and customer care at Floriana branch, Pitkali branch and Valletta branch (6 years). Coin cashier for six months at Valletta branch and inducing other staff members into carrying out basic cashier duties. At the time, due to the fact that the European single market had not yet been simplified by the introduction of the Euro, exchange control mechanisms and policies were strict and required in-depth knowledge of policies to be adhered to.

I was effectively praised for one of the most accurate and reliable cashiers by first line management, and, for my ethics and patience in customer facing duties, relationship management and negotiation, acting with integrity and professionalism consistently, and, seen to provide a good example to other cashiers for my diligent and highly knowledgeable practices – endorsed by industry leaders in business management - and effective soft skills which included lead generation, cross-selling, up-selling and direct one-to-one marketing.

Advances (banking operations)
Responsible for the collation of reporting information for the Central Bank of Malta using DBaseIV; administration of searches and security documents at Central Advances Unit (9 months), assisting customers with queries related to banking facilities, and, relative administrative duties.

I also suggested the improvement and integration of information systems as an initiative to improve the business process within Advanced Head Office and my suggestions and support on matters of information systems were accepted positively by management and was involved various times in the analysis of information systems, portfolio management, handling customers' queries professionally, and, diligent practice related to loans and advances such as liaising effectively with the internal audit team to ensure legal compliance and compliance with bank supervisory standards such as Basel II.

Technical support and database development
Technical support of banking system (PROFITS/APS), and other applications used within the bank for 5 years, and, developing reports as required by the business units, including development of reports using PL/SQL, SQL and deployment using Crystal Reports XI Server.

Amongst the reports developed marketing reports for strategic management, reports for monitoring advances beyond the allowed advances limits, and business analysis related to the software development of a loan/advances monitoring application for Advances Head Office were amongst the projects that I was involved as a technical analyst.

Testing and co-ordination of testing of various applications used within the bank including an application written in Visual Basic 6 that supports the batch printing of statements, various direct credit processing applications according to interbank standards agreed upon at the Malta Institute of Bankers, and, documentation of IT Operations procedures and drafting of project management and software development guidelines for newly formed IT Projects Unit within a business re-organisation of the IT Division.

KEY SKILLS

Technical Skills
- Oracle PL/SQL, T-SQL and SQL, last used professionally September 2006.
- Business Objects XI R2, last used professionally December 2007.
- Crystal Reports XI Designer, last used professionally December 2006.
- Crystal Reports XI Server Administration, last used professionally December 2006.
- Java, last used professionally July 2012
- UNIX, last used professionally October 2008, including CentOS, Solaris Unix, Ubuntu, Red Hat and other flavours of unix.
- .NET Framework and C#, ASP.NET, last used professionally September 2006.

Personal Skills
- Effectively working within teams made up of people with varying skills, backgrounds and cultures throughout my career.
- Professional experience and training in customer care, as well as having a particular attention for etiquette enhance my communication and consulting skills.
- Known as assertive and having an innate aptitude to help, I consider myself an effective team player and leader.
- Entrepreneurial, creative, innovative, and, open minded.
- Ability to engage in speed reading.
- IQ score of 121.

Languages
- English
- Italian
- French (basic)
- Maltese (native).

EDUCATION

London School of Economics
UK

Bachelor of Sciences in Information Systems and Management (Third Class Honours)
Introduction to Information Systems
Introduction to Computer Systems Architecture and Programming
Introduction to Business and Management
Principles of Sociology
Information Systems Development and Management
ICT Principles and Perspectives
Human Resources Management
Software Engineering
Management and Innovation of e-business
Principles of Accounting
Principles of Marketing

MQF Level 6
Certified August 2015

NCC Education
UK

International Advanced Diploma in Computer Studies Majoring in Advanced Programming

Distinction in Database Design and Development, Managing Business Projects, and C++ Programming.

Credit in Enterprise Networking, Visual Basic .NET, and, the practical projects titled *Turning quality standards to hard currency*, which is an analysis applying ITIL standards to a business scenario.

Pass in Principles of Web Design (HTML), Business Systems Analysis, and, Business Systems Design.

MQF Level 5
Certified January 2008

NCC Education
UK

International Diploma in Computer Studies

Distinction in Business Communication, Business Organisation, Systems Development, A+ PC Support Technician, Structured Programming Methods and Visual Basic.

Credit in Computer Technology and Networking.

MQF Level 4
Certified July 2005

Advanced level pass in Accounting (B). Certified in 1997 by the University of Oxford.
GCSE passes (Certified 1994-1995), in Economics, Accounting, Italian, Mathematics, Physics, Computer Studies, Maltese, Italian, Religious Knowledge based on Roman Catholicism, English Language, English Literature and French
Certified Typist (Certified 1993)
Academic certificates are available online at *http://bit.ly/1myjtaE*.