

PERSONAL INFORMATION

Jacqueline Chetcuti



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Sex Female | Date of birth 29/05/1968 | Nationality Maltese

WORK EXPERIENCE

(2014 – On going)

Horizon 2020 E.C. Expert Evaluator

European Union - Brussels

EU Expert – Working for the European Union as an expert evaluator. The processes include Evaluation and examining of proposals for Horizon 2020 funding against published EU criteria and provide results, comments and recommendations to the EU Commission.

The evaluation included ethics screening and a review of proposals that assesses whether the proposal complies with ethical principles and relevant national, EU and international, legislation.

Quality control department - Working for the EU within the QC Department where I was asked to re-evaluate all proposals in relation to ICT, Transport and Logistics, Industry, Agriculture and Environment

Rapporteur / Chairperson – Acted as a Rapporteur and Chairperson for consensus discussions and Final Panel Meetings

Business or sector Research & Innovation

(2017 – On going) **Self Employment – Business Development Consultancy / Project Management**

Europe

IT Project manager with a career spanning over 30 years of significant and progressive experience overseeing various medium to large size IT Projects. The projects encompassed the fields of Supply Chain Management, Finance, Travel, Insurance, Transport and Logistics and Blue Growth. During the last 6 years I have also managed Research and Development projects which fall under the European Research Development Fund scheme. These projects were in relation to carbon footprint emission reduction, waste minimization and air pollution reduction aimed at improving the environment and to increase financial savings.

In managing these projects my tasks included carrying out detailed budget analysis, performance and project reviews, resource allocation including labour planning and coordinating activities with the clients amongst others. I have an excellent track record at successful delivery, from project planning to rollout, ensuring that all sequence of events and key milestones are met within the agreed timescales and budget as well as guaranteeing total quality assurance levels. I was also involved in implementing ISO 9001 where I managed the entire process ultimately obtaining the ISO Certification.

During the last 4 years, and still ongoing, I am currently working for the European Commission as an Expert Evaluator / Rapporteur and Quality Controller, my activities include evaluation and examination of proposals for Horizon 2020 funding against published EU criteria and to provide results, comments and recommendations to the EU Commission. Such evaluations comprise ethics screening and a review of proposals that assesses whether the proposal complies with ethical principles and relevant national, EU and international legislation.

I am a project / business management consultant where I provide professional services to clients aimed at assisting them to implement projects in the IT Sector. The key services offered include: determining business requirements, vetting ideas to ensure that the projects can succeed in the market, providing advice to enhance existing solutions and offering support to project teams and their managers amongst others. I am well conversant in various project management methodologies and software development process models including Prince2 and Agile as well as IT service management (ITIL) and quality management (TQM).

Business or sector Self Employed

(2007 – 2017) **Research & Development Projects and Quality Manager**

Loqus Solutions Ltd – Malta / Italy / UK

Project Manager - Currently responsible for managing and administering projects in Italy, UK and Malta within the Transport and Logistics field and reporting directly to the CEO. My main role covers all the project activities – from project planning to the successful roll-out of the project to ensure that all sequence of events and key milestones are achieved as well as ensuring total quality assurance levels. Such sequence of events include:

- Project initiation / planning
- Project execution
- Project control
- Project closing / tracking and reporting
- Project communications
- Achievable development plans and schedules
- Quality-assurance strategy/process
- Internal and external client/customer service
- Process change/improvement &
- Quality risk

Quality

My role is to ensure that our products and services provides fit for purpose and meets both external and internal requirements, including legal compliance and customer expectations. Other responsibilities are to coordinate the activities required to meet quality standards, to also monitor and advise on the performance of quality and produce data and report on performance, measuring against set indicators. I am also responsible to liaise with other managers and staff throughout the organization to ensure that the Quality Assurance is functioning properly. Where appropriate, I advise on changes and their implementation and provide tools and techniques to enable others to achieve quality.

Research and Development – ERDF Schemes

During 2010 and 2015 I have managed Research and Development projects which fall under the European Research Development Funding scheme which were audited by the EU officials. These solutions were in relation to carbon footprint emission reduction, waste minimization and air pollution reduction aimed to improve the environment and increase financial savings.

Simulations produced were as follows:

Environmental Impact – The creation of a simulation model to calculate carbon footprint

Route optimisation – The creation of a multi-route optimization algorithms to develop an application - to reduce considerably the processing and memory requirements

Green Wave – The creation of a simulation using a Location Based System (LBS) to enable emergency vehicles to arrive to their destination – the aim was to cut down response times for emergency services

Galileo – Research on Coverage, Continuity, Precision & Accuracy and availability

I was also responsible to produce white papers for all solutions which have been audited and published.

Research and Development – Fisheries Sector

In 2016 / 2017 I introduced an innovative solution to enables fishermen both small and large scale to collect accurate and reliable fisheries and environmental related data in an automated and highly efficient form and render it available through an online platform in multiple formats. The project has represented an opportunity in the Blue Growth Sector due to the potential of the solution as it addresses the European and Global markets since it offers an innovative solution with disruptive potential having a number of advantages within the Fishing industry. The project was ranked 1st in Europe and I was invited as a speaker to present the project in the BlueMed event. The project is currently in progress together with the Malta Government and Welsh Government.

Business or sector Research & Development Sector (Software Solutions)

(2001 – 2007) Project Manager

Crimsonwing – Malta / UK

Projects Manager

Responsible for managing medium to large projects for clients based in the UK and USA. The role included managing the delivery within agreed timescales, budgets and conformance to agreed requirements. I was also responsible for the management of assigned staff and any associated third parties and for ensuring that all project activities conform to the company Quality system.

Responsibilities

- To plan and manage assigned projects keeping customer and top management informed about project progress
- To monitor progress against project plan and budget correcting/escalating abnormal situations when necessary.
- To ensure that project objectives are met.
- To monitor and control all individuals allocated to the project ensuring that all development activities are done in accordance with Company standards
- Responsible for the implementation of projects held locally else at client site.
- To address all project customer satisfaction issues, escalating negative feedback for further action
- To manage the careers of reporting staff in line with career management guidelines.
- To set objectives and identify training needs and appraises staff against them. To recommend staff promotions and salary adjustments and reports staff performance to Top Management.
- To motivate staff and resolve problems and conflicts
- To participate in the internal quality audits planned for assigned projects and define and ensure that remedial actions are performed when required
- To perform analysis held at client site (overseas) assisting the team leader.
- Assist the Business Development area to provide input into project estimates to support pre-sales activities
- Responsible for Dealing with the appropriate customer representative on all aspects of the projects.
- Responsible for handling proposals for new sales opportunities

Support Manager (2003 / 2004)

During the 2 years I was also asked to manage and monitor the support process, ensuring that agreements with the customer are met. The job activity was temporary until a suitable candidate was found.

Dealing with customers with support contracts and with individuals reporting support issues

Responsibilities

- Responsible for preparing Support agreements covering all support contract specific needs such as hardware, software, skilled resources etc.
- To manage and monitor the support process, ensuring that agreements with the customers are met.
- To organise staff working hours and support rosters to ensure coverage for all the support services
- To identify and control all support quality records
- Responsible for issue resolution process and corrective actions required
- Responsible for customer communication, satisfaction and service reporting
- Responsible for Support service costing data (Invoicing to Client)
- Responsible for staff training needs.

Quality (2004)

I also participated in a course on ISO 9001 2000 (lead auditor Moody International) and was involved throughout the entire process which led to the ISO Certification ISO 9001 2000.

The processes I was involved in are as follows:

- Defining the Scope and Quality directives
- Defining the Company processes and standards
- Defining and setting up of the Quality Management System Design
- Defining a training plan
- Development of Standard forms, documentation of templates
- Participated as an Internal Auditor
- Participated in training staff
- I was audited and certified by Moody International on all projects.

Business or sector Software Development House

(2001 – 2001) Business Analyst and Consultant

Price Water House Coopers - Malta

Was responsible for identifying and defining improvements in order to simplify processes and procedures for local clients including Government departments using IT. Solutions. Was also involved in business planning, business risk assessment and consulting with customers on how to best support their area through the effective use of technology.

Responsibilities

- Collaborate with customers to provide the IT perspective for their business planning.
- Execute process redesign and improvement activities, including incorporating “best practices” approach
- Research advanced technologies in order to provide leading edge solutions for the customers.
- Develop and maintain close relationships with customers

Business or sector Accounts / Auditors and Consultancy Firm

(1998 – 2001) Technical Coordinator

Magus – Malta & UK

Responsible for planning and coordinating medium to large size projects in relation to Supply Chain and ensuring that project deliverables were developed as per area development standards, delivered within agreed project timeframe and according to customer requirements.

Responsibilities

- To plan and manage assigned projects keeping customers informed about project progress and to monitor progress against project plan correcting/escalating abnormal situations when necessary.
- To monitor and control all individuals allocated to my project ensuring that all development activities are done in accordance with standards for development
- To plan and carry out design and development validation activities with the customer to ensure that customer requirements are met
- To monitor release and implementation activities
- To address all project customer satisfaction issues, escalating negative feedback for further action
- To oversee project development approach and to contribute to creation of software development standards.

Business or sector Software Development House

(1996 – 1998) I.T. Manager

Commercial Union (Atlas Insurance) – Malta

My main role consisted of managing, planning, budgeting, implementing new systems including enhancements. Staffing and training, ensuring that systems development procedures were in a logical, integrated fashion to meet the needs of UK Head office.

During my employment the Company underwent a merger with two other insurance companies, and as a result I developed a detailed implementation plan to smoothly migrate to one central system.

Responsibilities

- Maintaining and further enhancing the existing Insurance systems
- Liaising with Hardware suppliers
- Implementation and development of new systems,
- Network supervision
- Responding to user problems
- Multiple statistical procedures
- Participation in periodical management meetings discussing the Company's current situation and future plans.
- Interviews for new Staff
- Motivate Staff and solve problems

Business or sector Insurance Company

(1992 – 1996) Analyst Programmer / Systems Administrator

ST Microelectronics – Malta

My main role was to maintain and enhance the following systems within an HP950 environment

- Time and Attendance recording and monitoring system
- Financial Accounting System (HPFA)
- Production reporting – Profit and Loss and Budget application
- Manufacturing planning system

Responsibilities

- To control and evaluate Projects in order to support the Applications, such as
- Customer Credit Checking
- Data Validation
- Installation of Programs and Jobs
- Development and Implementation of new Systems and Packages and that needed to provide the access environment such as
- Menus - Data Entry Screens / Documentation / Time sheets / Progress Logs and many other specifications review

Business or sector Semi Conductor Manufacturers

(1988 – 1992) Systems Administrator

Galaxy Timeshare Resort – Malta

During my employment I was responsible for the initial computerisation for the company.

I handled the initial computer installation and set up, Installing and configuring servers, Installing and configuring application software, creating and maintaining user accounts

Backing up and restoring files, Monitoring and tuning performance, Configuring a secure system and using tools to monitor security

Business or sector Timeshare Resort Club

EDUCATION AND TRAINING

Dates	1990 – 1992
Title of qualification awarded	IDPM
Principal subjects/occupational skills covered	Institute of Data processing Management
Name and type of organisation providing education and training	– University of Malta
Level in national or international classification	
Dates	1991
Title of qualification awarded	Certification in Total Quality Management
Principal subjects/occupational skills covered	Quality – Course was aimed at embedding awareness of Quality in all the organization processes. The end result of TQM was for us to formulate a set of management practices throughout the organization, to ensure that we consistently meet or exceed customer requirements placing a strong focus on process measurement and controls as means of continuous improvement
Name and type of organisation providing education and training	– ST. Microelectronics
Dates	1986- 1986
Title of qualification awarded	Pitman's Examinations Institute
Principal subjects/occupational skills covered	Obtained certificates in Typewriting and Shorthand – First class
Name and type of organisation providing education and training	Secretarial training School, Sliema
Level in national or international classification	O'Level and A 'Level Standard
Dates	1985 – 1986
Title of qualification awarded	A' Levels
Principal subjects/occupational skills covered	Obtained certificates in Accounts, computing and Pure Math's, Art, Psychology
Name and type of organisation providing education and training	Stella Maris College (Sixth Form)
Level in national or international classification	A 'Level

Dates 1972 – 1985

Title of qualification awarded O'Level

Principal subjects/occupational skills covered Obtained certificates in French, Italian, Maltese, English, English Literature, History, Art, Religion, Maths and Physics,

Name and type of organisation providing education and training Convent of the Sacred Heart

Level in national or international classification O'Level

Personal skills and competences

Mother tongue(s) English

Other language(s)

Self-assessment

European level ()*

Maltese

French

Italian

Understanding				Speaking				Writing	
Listening		Reading		Spoken interaction		Spoken production			
C1	Excellent	C1	Excellent	C1	Excellent	C1	Excellent	C1	Excellent
B1	Basic	B1	Basic	A1	Basic	A1	Basic	A1	Basic
B2	Very Good	B2	Very Good	B1	Good	B1	Good	B1	Good

(*) *Common European Framework of Reference for Languages*

Social skills and competences

I have worked with many different teams running several different types of projects. I have also done a number of presentations to internal resources as well as external clients. I consider myself an outgoing extravert type of person and enjoy meeting with people whether work related or socially.

Organisational skills and competences

I have over 30 years IT experience in managing various Project life cycles. My expertise includes requirements gathering, developing business functional specifications, project planning and control, implementation, change management, configuration management, test tool assessment and procurement, test script design and execution. I have extensive experience of leadership, mentoring and candidate interviewing. I am a self-motivated IT professional and team player and work with dedication, enthusiasm and determination. My objective has always been to ensure that all projects are completed within budget and time frame. During the last 7 years (2010 / 2017) I have been managing research and innovation projects and I was involved in Business management consultancy to assist SME's to improve their products and introduce new innovative products for the European / Global markets.

Computer skills and competences

PROGRAMMING LANGUAGES / Operating Systems

Cobol (IBM) – Cobol (ICL) – JCL – DB2 - Basic -DBase 5 – AmiPro – Dataflex – foxpro – turbo pascal – Ingress – PC Express – X –X Windows – Visual Basic – Unix – MPEXL – MsDos – Ms access, SQL Server

OFFICE TOOLS

Microsoft office tools / Visio / Microsoft Project / Visual Source Safe (VSS)

PROJECT METHODOLOGIES

Prince (Project in Controlled Environment) / RAD (Rapid application development) / SSADM (Structured System Analysis Design Method)/ UML (Unified Modeling language) / (JSP) Jackson Standard procedures

Waterfall methodology, Spiral methodology

Artistic skills and competences

Have a passion for music and enjoy playing the sanitizer and harmonica. I also like to involve myself in social events such as sports and cultural activities. I enjoy camping and other outdoor activities. I was also a member of the Brownies and Guides of The Sacred Heart and traveled to UK with the Girl Guides. I am now a member of the Inter Nations.

Other skills and competences

Enjoy sports, used to play Tennis for Malta in the under 18 championships. Represented Malta in Switzerland, Austria, England, Tunisia and Germany. Due to an accident I have stopped playing Tennis professionally and now play for pleasure. I also enjoy Table Tennis, walking and Interior design.