

Attard Kurt

After completing my BSc (Hons) in Computer Networks with Middlesex University, I began to think of what should be the next step in order to continue enhancing my skills in this dynamic Information Technology (IT) environment. With aspirations to continue achieving my career goals, Tertiary Education Scholarship Scheme (TESS), supported me with the chance in completing my Master's degree with Middlesex University in Business Information Systems Management. This programme last two and a half years on a part-time basis. This Master's degree taught me the required skills to make wisely use of the technology to add value to a business, by combining my technical ability and also understanding the organization's need.

The modules provided throughout this Master's degree ranges from knowledge management, and the importance why an organisation should invest more in knowledge management system, decision support system and expert system. Complementing this module were Information System Strategy and Management, Information Systems Quality Management as well as the legal and regulatory implication of information system. By being taught by experts in this field, it allowed me to better understand the concepts being discussed during the modules in a practical scenarios.

Using the opportunity of the thesis module, I had the chance to better explore how innovative and cutting-edge technology such as chatbot system can assist organisations, in improving their communications with their customers. The objective of my study during the thesis module was to understand whether an organisation which provides IT support service through the traditional medium (telephone), would see any improvements in one of its Key Performance Indicators (KPI), after carrying out a Business Process Reengineering (BPR) and introducing chatbot application.

After completing my Master's degree I'm working as a Senior Project Leader with Malta Information Technology Agency (MITA). The intention is to apply what I learnt during these past two and half years and help the organisation reach its goals and objectives.