

# Paia Marumaru CV

IT Technician ♦ Location: Whangārei, NZ

 [paiaambusiness@gmail.com](mailto:paiaambusiness@gmail.com)

 020 4189 1970

 [Github](#)

 [LinkedIn](#)

## WORK EXPERIENCE

### Tech Management Group (TMG)

**Level 2 Support Technician** ♦ *Feb 2023 - Present*

TMG is New Zealand's largest managed service provider in the primary healthcare space (6000+ end users)

- As Level 2, I oversee our support escalations as well as training and development of new staff
- Primary contributor to companies first internal knowledge base (self hosted software & authored 200+ documents)
- Learning ability recognized by unrestricted access to NOC department to document and assist with Level 3 processes

**Level 1 Support Technician** ♦ *Feb 2021 - Feb 2023 [PROMOTED]*

- Imbalanced customer to technician ratio has led to the development of a broad set of IT & Soft skills (1200:1 at times)
- Prior to my promotion, I was able to use my experience to unofficially progress to Level 2 within 8 months

### Self Employed - Connectar (Business Venture)

**IT Services Consultant** ♦ *Sep 2023 - Present*

- Director & Co-Founder - Connectar Creative Ltd.
- Intent was to provide IT services for personal/extended networks (including software resale)
- Most recent project was migrating customer from legacy system to 365 env.

### Royal New Zealand Air Force (RNZAF)

**Aircraft Technician** ♦ *Jan 2018 - Dec 2020*

- Provided Line Maintenance, A and B level checks on multiple military aircraft nationwide
- Performance recognized with early deployment to multiple international locations
- Among top scoring individuals throughout training phases

## CERTIFICATIONS & EDUCATION

### Yoobee Colleges

**Bachelor of Software Engineering** ♦ *Jan 2021 - Dec 2021*

- 1st year grade average: A-
- Studied on scholarship (90% tuition paid)
- 1st year performance led to early employment opportunity at TMG (study on hold)

 Mikrotik Certified Network Associate (MTCNA)

 3CX Certified Engineer (Intermediate)

## SKILLS

Customer Service; System Administration; Technical Documentation; Windows Server; AD; 3CX; ConnectWise Suites; 365 (Outlook, SharePoint, Teams); Networking (DHCP, DNS, TCP/IP); UniFi; MikroTik; PowerShell; AWS; Azure; Linux Basics

*If you need any contact details for references then please don't hesitate to reach out and I will be more than happy to provide them*