

Contact

arminmarth@gmail.com

www.linkedin.com/in/armin-marth
(LinkedIn)

Top Skills

Servers

Testing

Agile Methodologies

Languages

Auslan (Elementary)

Japanese (Elementary)

German (Limited Working)

English

Certifications

Certified in Cybersecurity (CC)

Help Desk Analyst

ISTQB Foundation in Software
Testing

Microsoft Certified: Azure AI
Fundamentals

ISTQB® Certified Tester -
Foundation Level 4.0

Armin Marth

Open for career opportunities
Greater Sydney Area

Summary

I am a creative, self-motivated, diligent and detail oriented professional with over 10 years of diverse experience. I am adept at identifying, isolating, and resolving information system-related problems and hardware-related computer as well as an extensive knowledge of numerous platforms, servers and programs. I am equipped with the ability to implement company policies, technical procedures and standards for preserving the integrity and security of data, reports and access.

Until recently, I have installed new PCs/hardware, prepared backups and restored user data using MS System Center as well as modified Windows batch scripting, VBscript, Powershell, Java and C# scripting to set up automated testing environments, supervised a team of technicians as team leader and allocated tasks based on location and skills, designed, executed comprehensive test cases and developed automated testing.

Known as a competent, reliable professional with the ability to motivate others and work in a team environment, make decisions, analyze and solve problems, also with the ability to acquire outstanding proficiency in ensuring 100% provision of technical services and undertaking a new challenge at an innovative and forward thinking organisation.

I am currently pursuing new opportunities and can be reached either through this profile or by phone at (0415 639 091)

Experience

Combined Real Estate Auburn

Admin Support

2018 - 2022 (4 years)

New South Wales, Australia

- Assisted strata management incoming queries and routine tasks
- Corresponded with owners, tenants and agents for inspections and scheduled maintenance.

- Followed up on late payments and provided accounting ledgers.
- Trained all staff optimal use of productivity software and specialist software
- Responsible for mass market mailing to provide notifications of updates of legislation and compliance.

Australian Society for HIV

Admin Support

2017 - 2018 (1 year)

Project Officer – Executive support

- Provided support to users on the Moodle based e-Learning platform
- Responsible for Data quality, data entry and updated tasks performed by reception and project support officers
- Ran routine enquiries on CRM, and building dashboards
- Supported the CEO in communications with committees and projects managed

APCD Pty Ltd

IT Customer Support Champion

2015 - 2016 (1 year)

Sydney, Australia

- Contracted to handle multiple jobs for multiple clients
- Installed new PCs/hardware, prepared backups and restored user data using MS System Center
- Provided user support and training on Windows 10 and Office 2013 with Office 365
- Set up POS devices and connected Tyro payment EFTPOS machines
- Received calls from Doctors, Nurses and Hospital staffs to log and solve technical issues
- Troubleshoot EHR issues and mechanical hardware issues, such as printers, phones and laptops
- Audited, tagged and catalogued technical equipments including desktops, laptops, monitors and other devices
- Supervised a team of technicians as team leader and allocated tasks based on location and skills

MedicalDirector

Graduate Model Development Engineer / QA Test Analyst

2010 - 2015 (5 years)

St Leonards

- Conducted full test coverage and reported any defects for a clinical management software system
- Designed, executed comprehensive test cases and developed automated testing
- Took a lead technical role as the company transitioned to an Agile development and testing cycle
- Modified Windows batch scripting, VBscript, Powershell, Java and C# scripting to set up automated testing environments
- Utilised Windows 2000, XP, Server 2003 and all iterations to Windows 8.1 and Server 2012R2
- Applied VMware for virtual machine environments
- Led projects including providing estimates, plans, budgets, reports and metrics

MedNetwork Systems Pty Ltd

3 years

Customer Services Officer

July 2007 - June 2010 (3 years)

- Provided exceptional customer service for medical practice management software
- Coached new Help Desk staff and attending team meetings to develop customer service strategies
- Provided scheduled off-site backup solutions to clients' data and documents
- Managed client moves from legacy medical systems to SQL-based solutions.

Project Coordinator

2008 - 2010 (2 years)

- Established and managed e-messaging systems for general practitioners and specialists
- Ensured system security for 100+ medical practices
- Partnered closely with the Division of GPs to co-ordinate software rollout efficiently and effectively
- Managed client/server databases; monitored, administered and maintained information

The Cloud Group

Project development / Customer Support

2010 - 2010 (less than a year)

Sydney Area, Australia

- Assessed and resolved business problems with hosted and SaaS software solutions for a varied client roster
- Collaborated with clients to review and scope project requirements, determining best hosted solutions to attain their business goals
- Developed highly effective CRM systems in Salesforce.com and customising fields for client requirements
- Migrated clients from desktop CRM, collaboration tools and email to cloud-hosted technologies

Education

Excom Education

MCP, Microsoft Windows Server 2003 · (2007 - 2007)