# ARMIN MARTH

## CONTACT

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**Parramatta, Sydney NSW 2150, Australia**

## COMPETENCIES AND SKILLS

- Excellent telephone skills and good ability to use Remote Access
- Good analytical and troubleshooting abilities
- Strong knowledge of viruses application glitches and hardware issues
- Excellent written and verbal communication abilities
- Good customer-service and problem solving skills
- Keeps abreast of changes in technology
- Good organizational and interpersonal abilities
- Good understanding of installations and updates
- Extensive documentation on processes and programs
- Extensive product knowledge of MD, Pracsoft, Blue Chip;
- Domain knowledge of HL7 and programming skills in .Net, C#, PHP, HTML, XML and ASP MScript

## LANGUAGES

**English:** Fluent
**German:** Basic Verbal
**Japanese:** Novice
**Auslan:** Basic

## PROFILE SUMMARY

A creative, self motivated, diligent an detail oriented professional with over 10 years of diverse experience. 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.

## PROFESSIONAL EXPERIENCE

**Admin Support**
Combined Strata / Combined Real Estate Auburn, Sydney, NSW
2018, 2020 – 2022

- 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.

**IT Support Consultant**
Absolute IT Consulting, Sydney, NSW
2019 – 2020

- Consulted small businesses and providing personalised IT support
- Designed and tested network solutions with detailed documentation
- Implemented backup solutions using local NAS and cloud infrastructure

**Project Officer – Executive support**
ASHM, Non-profit organization for health professionals, Sydney, NSW
2017 – 2018

- 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

**IT Support**
APCD / PLOY, Sydney, NSW                          2015 – 2016

- 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
- Troubleshot 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

### QA Test Analyst/Graduate Model Development Engineer
Medical Director (Health Communication Network)        Sydney, NSW
2010 – 2015

- 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

### Project Development/Customer Support
The Cloud Group, Sydney, NSW                                      2010
- 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

### Project Coordinator
CNS HEALTH PTY LTD (direction of MedNetwork Systems), Sydney, NSW
2008 – 2010

- 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

### Customer Services Officer
Mednetwork Systems Pty Ltd / Medilink Solutions.          2007 – 2010
- 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.

## VOLUNTARY EXPERIENCE

### Lead Organiser and Administrator
Sydney Gaymers, Sydney, NSW                                 2012 – 2020
- Take lead role in organising events, manage administration/funding and increase membership for registered non-profit community gaming group for LGBTI gamers
- Moderate Facebook group/page, dramatically growing membership base to 2,500
- Negotiate agreements with venues to book space for gaming events and with bars to provide gaming consoles for patron use
- Promote participation in significant events including the Sydney Gay & Lesbian Mardi Gras