

Armin Marth

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Location: Edmondson Park, Sydney NSW 2174, Australia

Profile Summary

A diligent and detail-oriented IT professional with over 10 years of diverse experience. Proficient in identifying, isolating, and resolving information system-related problems. Extensive knowledge of multiple platforms, servers, and programs.

Key Skills

- **System Administration and Troubleshooting:** Demonstrated through various roles such as IT Support Consultant at Absolute IT Consulting and IT Support at APCD / PLOY.
- **Project Management:** Experience in coordinating projects and tasks in roles such as Project Officer at ASHM and Project Coordinator at CNS Health.
- **Customer Support:** Offered exceptional customer service and technical assistance in roles like Customer Services Officer at Mednetwork Systems and Admin Support at Combined Strata.
- **Testing & Quality Assurance:** Proven skills as a QA Test Analyst/Graduate Model Development Engineer at Medical Director.

Technical Skills

- **Operating Systems:** Windows (XP - 10,11), Windows Server (2000 - 2019), Linux (Ubuntu/Kali/SUSE Enterprise/CentOS)
- **Office Software:** MS Office (All Versions)
- **Databases:** MS SQL Server, MySQL
- **Virtualisation Tools:** VMware Workstation, vSphere, Hyper-V
- **SLC Tools:** Atlassian JIRA
- **Testing Software:** Selenium, Quick Test Pro
- **Hosting:** Web hosting, DNS server hosting, Office 365, Google Apps
- **CRM:** Salesforce, Microsoft Dynamics 365
- **Clinical Software:** Medical Director, BlueChip, PracSoft, Argus Messenger, Healthlink
- **POS:** Tyro EFTPOS Terminals

Professional Experience

Combined Strata, Sydney, NSW

Admin Support, 2020 – 2022

- Managed incoming queries and performed routine tasks.
- Corresponded with clients regarding inspections and scheduled maintenance.
- Trained staff in the optimal use of productivity software.
- Followed up on late payments and provided accounting ledgers.
- Organised mass market mailing to provide notifications of updates of legislation and compliance.

Absolute IT Consulting, Sydney, NSW

IT Support Consultant, 2019 – 2020

- Provided personalised IT support to small businesses.
- Designed, tested, and implemented network solutions.
- Set up backup solutions using local NAS and cloud infrastructure.

ASHM (Non-profit organization for health professionals), Sydney, NSW

Project Officer – Executive support, 2017 – 2018

- Provided support to users on the Moodle-based e-Learning platform.
- Maintained data quality and performed data entry tasks.
- Supported CEO in communications with committees and projects.
- Conducted routine enquiries on CRM, and assisted in building dashboards.

APCD / PLOY, Sydney, NSW

IT Support, 2015 – 2016

- Installed new PCs/hardware, prepared backups, and restored user data.
- Provided user support and training on Windows 10 and Office 2013 with Office 365.
- Troubleshoot EHR issues and mechanical hardware issues.
- Set up POS devices and connected Tyro payment EFTPOS machines.
- Managed a team of technicians, allocating tasks based on location and skills.

Medical Director (Health Communication Network) Sydney, NSW

QA Test Analyst/Graduate Model Development Engineer, 2010 – 2015

- Conducted comprehensive testing for a clinical management software system.
- Took a lead technical role during the company's transition to an Agile development and testing cycle.
- Modified various scripting languages to set up automated testing environments.
- Led various projects, including providing estimates, plans, budgets, reports, and metrics.

The Cloud Group, Sydney, NSW

Project Development/Customer Support, 2010

- Assessed and resolved business problems with hosted and SaaS software solutions.
- Developed highly effective CRM systems in Salesforce.com.
- Migrated clients from desktop CRM, collaboration tools, and email to cloud-hosted technologies.

CNS Health Pty Ltd, Sydney, NSW

Project Coordinator, 2008 – 2010

- Established and managed e-messaging systems for general practitioners and specialists.
- Ensured system security for 100+ medical practices.
- Managed client/server databases; monitored, administered, and maintained information.

Mednetwork Systems Pty Ltd / Medilink Solutions

Customer Services Officer, 2007 – 2010

- Provided exceptional customer service for medical practice management software.
- 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

- Organised events, managed administration/funding, and increased membership for a registered non-profit community gaming group for LGBTI gamers.
- Moderated Facebook group/page, growing membership base to 2,500.
- Negotiated agreements with venues for gaming events and consoles for patron use.

Education

TAFE NSW

Certificate IV in Cyber Security, 2023

- Collaborating effectively in the ICT industry, analyzing and presenting research information.
- Developing and carrying out a cybersecurity industry project, applying cybersecurity legislation, privacy and ethical practices.
- Recognizing the need for cybersecurity in an organisation, utilising basic network concepts and protocols required in cybersecurity, testing concepts and procedures for cybersecurity.
- Automating processes, configuring and securing networked end points, performing basic cybersecurity data analysis.
- Implementing and managing the security infrastructure for an organisation, evaluating and testing an incident response plan for an enterprise.
- Exposing website security vulnerabilities, testing concepts and procedures for cyber exploitation.

Certificate IV in Information Technology, 2023

- Configuring and managing virtual machines and servers, optimizing ICT system performance.
- Supporting ICT system software, installing and testing IP networks.
- Creating basic relational databases, configuring and testing network security, managing network and data integrity.
- Applying introductory programming techniques, applying query languages in relational databases, creating and styling simple markup language documents.
- Designing website layouts, confirming website accessibility.
- Applying advanced critical thinking to work processes, contributing to cybersecurity risk management, identifying and evaluating emerging technologies.
- Working collaboratively in the ICT industry, complying with IP, ethics and privacy policies in ICT environments, resolving client ICT problems.

Certifications and Trainings

- CompTIA A+ Service Technician
- Microsoft Certified Professional in Windows 2003 Installing, Administering and Configuring Windows
- HDI Help Desk Analyst
- ISTQB Foundation in Software Testing
- CompTIA Linux+
- Linux Foundation Essentials in Linux System Administration

References

Available upon request