Armin Marth

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Location: Edmondson Park, Sydney NSW 2174, Australia

Personal Profile

A dynamic and engaging bar professional with extensive experience in customer-facing roles, specialised in the hospitality industry. Skilled in cocktail preparation, customer service, and venue management. Possesses a valid NSW Responsible Service of Alcohol (RSA) licence and is committed to creating a safe, enjoyable, and efficient bar environment. Excels in fast-paced settings, demonstrating a strong ability to multitask and maintain composure under pressure.

Key Skills

- **Bartending Skills:** Proficient in mixing, garnishing, and serving drinks according to standard recipes. Experience in managing bar equipment and maintaining stock levels.
- **Customer Interaction:** Expertise in building rapport with customers, understanding their preferences, and providing recommendations that enhance their dining and drinking experience.
- **Venue Management:** Capable of overseeing the setup and operation of bar areas, ensuring compliance with all health and safety regulations.
- **Crisis Management:** Trained in handling difficult situations, including dealing with intoxicated patrons responsibly and tactfully.

Professional Experience

Dandana Reception, Liverpool, NSW
Bar Staff, 2023
- Delivered exceptional service in a high-volume reception venue, specialising in serving alcoholic beverages and crafting a variety of cocktails.
- Engaged with customers to understand their preferences, making personalised drink recommendations and ensuring satisfaction with each order.
- Managed the bar area, including inventory control, maintaining equipment, and ensuring the bar was well-stocked and organised at all times.
- Adhered strictly to NSW Responsible Service of Alcohol (RSA) guidelines to ensure a safe and compliant environment for all patrons.
- Collaborated with other staff to facilitate smooth operation during events, contributing to a team-oriented atmosphere and improved customer experience.

Combined Strata, Sydney, NSW
Admin Support, 2020 – 2022
- Managed incoming queries and performed routine tasks, emphasising swift and efficient customer service.
- Trained staff in productivity software use, while maintaining open communication lines with clients regarding inspections and scheduled maintenance.

ASHM (Non-profit organisation for health professionals), Sydney, NSW
Project Officer – Executive support, 2017 – 2018
- Provided CEO support in communications with committees and projects, highlighting my organisational skills and communication acumen.
- Regularly communicated with various stakeholders to maintain data quality and ensure project success.

APCD / PLOY, Sydney, NSW
IT Support, 2015 – 2016
- Provided user support and training on various platforms, highlighting effective communication and problem-solving skills.
- Successfully managed a team of technicians, emphasising task delegation and time management.

Medical Director Pty Ltd, Sydney, NSW
QA Test Analyst/Graduate Model Development Engineer, 2010 – 2015
- Played a lead role in ensuring high-quality software performance through comprehensive testing and troubleshooting.

Mednetwork Systems Pty Ltd, Sydney NSW
Customer Services Officer, 2007 – 2010
- Provided exceptional customer service for medical practice management software, building strong relationships with clients and facilitating problem resolution.

Volunteer Experience

Sydney Gaymers, Sydney, NSW
Lead Organiser and Administrator, 2012 – 2020
- Spearheaded the organisation of numerous gaming events for a registered non-profit LGBTI gaming group, ensuring a welcoming and inclusive atmosphere.
- Successfully negotiated agreements with various licensed venues to host gaming events, showcasing negotiation and interpersonal skills.
- Managed administration and funding, handling logistics, budgets, and venue coordination.
- Moderated an online community, maintaining a positive and supportive space for members.
- Significantly grew the community, taking it from a small group to a vibrant community of 2,500 members.

Education

TAFE NSW
Diploma of Information Technology (Advanced Networking), 2024 (expected in June)
Certificate IV in Cyber Security, 2023
Certificate IV in Information Technology, 2023

Certifications and Trainings

- NSW Responsible Service of Alcohol (RSA) Licence and Training, 2023

References

Available upon request