

## Contact

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(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)

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## 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

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## Education

### Excom Education

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