

# Armin Marth

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**Location:** Parramatta, Sydney NSW 2150, Australia

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## Personal Profile

An experienced professional with a strong background in customer service, team coordination, and problem-solving. Known for excellent communication skills and a meticulous eye for detail. Holds a valid NSW Responsible Service of Alcohol (RSA) licence.

## Key Skills

- **Customer Service:** A proven record of providing high-quality service in various roles, effectively resolving issues, and meeting client goals.
- **Team Coordination:** Demonstrated skill in managing teams and projects in various settings, emphasizing organization, delegation, and time management.
- **Problem Solving:** A career built on providing solutions for client needs, from troubleshooting to project coordination.
- **Communication:** Regularly communicated with clients about various needs, maintaining clear and timely interactions.

## Volunteer Experience

Sydney Gaymers, Sydney, NSW

**Lead Organiser and Administrator**, 2012 – 2020

- Spearheaded the organization 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.

## Professional Experience

Combined Strata, Sydney, NSW

**Admin Support**, 2020 – 2022

- Managed incoming queries and performed routine tasks, emphasizing swift and efficient customer service.
- Trained staff in productivity software use, while maintaining open communication lines with clients regarding inspections and scheduled maintenance.

## Absolute IT Consulting, Sydney, NSW

### **IT Support Consultant**, 2019 – 2020

- Provided personalized IT support to small businesses, focusing on understanding their needs and resolving issues.
- Assisted clients with backup solutions, communicating effectively to ensure data protection.

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

### **Project Officer – Executive support**, 2017 – 2018

- Provided CEO support in communications with committees and projects, highlighting my organizational 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, emphasizing 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.
- Communicated with teams across the organization to plan and execute a successful transition to an Agile development and testing cycle.

## 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.
- Managed client transition from legacy medical systems to SQL-based solutions, showcasing project coordination skills.

## Education

### TAFE NSW

**Certificate IV in Information Technology**, 2023 (Expected Completion: June) **Certificate IV in Project Management Practice**, 2023 (Expected Completion: December) **Certificate IV in Cyber Security**, 2023 (Expected Completion: December)

## Certifications and Trainings

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

## References

Available upon request