**ARMIN MARTH**

*ICT Support Specialist*

**PROFESSIONAL SUMMARY**

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Experienced ICT Support Specialist with extensive healthcare and aged care IT background and proven expertise in service desk operations. Demonstrated success in providing first and second-level technical support, troubleshooting complex issues, and managing service requests in fast-paced environments. Proficient in healthcare systems including practice management software, HL7 messaging, and clinical applications. Strong knowledge of Active Directory, Microsoft 365, Azure AD/Entra ID, and Citrix remote desktop solutions. Combines technical expertise with excellent communication skills to deliver exceptional service and minimise disruption to operations.

**EDUCATION**

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* Diploma of Information Technology (Advanced Networking, Cloud Architecture), 2024
* Certificate IV in Information Technology, 2023
* Certificate IV in Cyber Security, 2023
* Certificate IV in Project Management Practice, 2023

**CERTIFICATIONS**

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* CompTIA A+ Service Technician
* Microsoft Certified Professional (MCP)
* Microsoft Certified: Azure Fundamentals, 2023
* Microsoft 365 Certified: Fundamentals, 2023
* ISTQB Certified Tester - Foundation Level 4.0, 2023

**TECHNICAL SKILLS**

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**Service Desk & Suppo:** \*\*

* First and second-level technical support
* Ticketing system management and incident tracking
* Remote troubleshooting and problem resolution
* User account management (creation, permissions, password resets)
* Service request prioritisation and management
* Knowledge base development and maintenance

**Systems & Applicatio:** \*\*

* Active Directory and Azure AD/Entra ID administration
* Microsoft 365 suite support and troubleshooting
* Citrix remote desktop environment support
* Healthcare software systems (practice management, clinical applications)
* HL7 messaging and healthcare data exchange
* Windows operating systems (7/10/11)

**Infrastructure & Securi:** \*\*

* Network troubleshooting and connectivity issues
* Hardware installation, configuration, and maintenance
* System security and patch management
* Backup and recovery procedures
* Mobile device support and management
* Thin client deployment and configuration
* Printer and peripheral device support

**PROFESSIONAL EXPERIENCE**

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**Self-Employed IT Consultant, Sydney, NSW**

* Provided comprehensive remote and on-site technical support for small businesses, resolving an average of 25 support tickets weekly with 95% customer satisfaction
* Managed user accounts in Active Directory and Azure AD environments, including password resets, permission assignments, and account creations/terminations
* Supported Microsoft 365 applications and services, resolving email, SharePoint, and Teams issues for clients
* Implemented and maintained ticketing systems for clients, improving response times by 30% through efficient issue tracking and prioritisation
* Configured and supported Citrix remote desktop environments, enabling secure remote work capabilities for clients
* Developed comprehensive technical documentation and knowledge base articles, reducing repeat issues by 40%
* Conducted end-user training sessions on new systems and applications, improving user adoption and reducing support calls
* Collaborated with third-party vendors to resolve complex technical issues and coordinate service delivery

**APCD / PLOY, Sydney, NSW**

* \*\*Hospital IT Help Desk (2018-2022):\*\* Worked as a contractor at a hospital IT help desk, logging calls and troubleshooting connectivity issues for doctors and nurses workstations
* \*\*Hospital IT Support (2018-2022):\*\* Performed user provisioning, logged and escalated tickets according to priority, and conducted secure data wipes of laptops to be decommissioned
* \*\*Aged Care Facilities Specialist (2016-2018):\*\* Deployed to a dozen aged care facilities to identify and map out networking data points used by nurses stations and admin staff throughout the buildings
* \*\*Thin Client Deployment (2016-2018):\*\* Deployed Wyse thin client terminals to identified locations, configured network boot, tested functionality, and educated users on proper use
* \*\*Healthcare IT Support (2015-2016):\*\* Provided comprehensive technical support for healthcare clients, resolving hardware and software issues
* Installed and configured new PCs and hardware for multiple client sites, ensuring proper setup and functionality
* Prepared and executed backup procedures and restored user data when required
* Troubleshot Electronic Health Record (EHR) issues and resolved mechanical hardware problems
* Led a team of technicians, allocating tasks based on location and technical expertise

**Medical Director Pty Ltd, Sydney, NSW**

* Provided technical support for clinical management software used by hundreds of healthcare providers across Australia
* Diagnosed and resolved complex software issues through systematic testing and troubleshooting methodologies
* Collaborated with development teams to implement solutions for identified technical problems, improving system stability
* Developed and maintained testing documentation used by support staff to diagnose common issues
* Contributed to knowledge base articles that reduced common support calls by 35%
* Participated in Agile development processes, providing valuable input from a support perspective
* Gained extensive knowledge of healthcare data systems, clinical workflows, and medical terminology
* Worked with HL7 messaging systems to ensure proper integration with other healthcare applications

**The Cloud Group, Sydney, NSW**

* Assessed and resolved business problems with hosted and SaaS software solutions
* Developed effective CRM systems in Salesforce.com to improve client management
* Migrated clients from desktop CRM, collaboration tools, and email to cloud-hosted technologies
* Provided technical support and training for users transitioning to cloud-based solutions
* Troubleshot and resolved technical issues with cloud-based applications and services

**Mednetwork Systems Pty Ltd / Medilink Solutions**

* Provided first and second-level technical support for medical practice management software, handling 40+ calls daily with 92% first-call resolution rate
* Remotely diagnosed and resolved a wide range of technical issues including software errors, database corruption, and connectivity problems
* Managed high-volume support queue during system outages, prioritising critical issues and communicating effectively with affected clients
* Implemented ticketing system improvements that reduced average resolution time from 4 hours to 2.5 hours
* Trained and mentored new help desk staff, developing standardised troubleshooting procedures that improved team efficiency by 25%
* Managed client migrations from legacy systems to SQL-based solutions, ensuring minimal disruption to practice operations
* Implemented scheduled backup solutions that prevented data loss for numerous clients during system failures
* Developed strong knowledge of healthcare workflows, medical terminology, and practice operations

**ADDITIONAL SKILLS**

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* Excellent customer service and communication skills
* Strong problem-solving and analytical abilities
* Ability to explain technical concepts to non-technical users
* Experience working in healthcare and aged care IT environments
* Knowledge of aged care software systems and workflows
* Efficient time management and prioritisation skills
* Team collaboration and coordination
* Adaptability to new technologies and systems

**REFERENCES**

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Available upon request