**Armin Marth**

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**Phone:** 0415 639 091

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

**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**, 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