## Armin Marth

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### Profile Summary

A diligent and detail-oriented IT professional with over 10 years of diverse experience. Proficient in identifying, isolating, and resolving information system-related problems. Extensive knowledge of multiple platforms, servers, and programs.

### Key Skills

* **System Administration and Troubleshooting:** Demonstrated through various roles such as IT Support Consultant at Absolute IT Consulting and IT Support at APCD / PLOY.
* **Project Management:** Experience in coordinating projects and tasks in roles such as Project Officer at ASHM and Project Coordinator at CNS Health.
* **Customer Support:** Offered exceptional customer service and technical assistance in roles like Customer Services Officer at Mednetwork Systems and Admin Support at Combined Strata.
* **Testing & Quality Assurance:** Proven skills as a QA Test Analyst/Graduate Model Development Engineer at Medical Director.

### Technical Skills

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| --- | --- |
| * **Operating Systems:** Windows (XP - 10,11), Windows Server (2000 - 2019), Linux (Ubuntu/Kali/SUSE Enterprise/CentOS) * **Office Software:** MS Office (All Versions) * **Databases:** MS SQL Server, MySQL * **Virtualisation Tools:** VMware Workstation, vSphere, Hyper-V * **SLC Tools:** Atlassian JIRA | * **Testing Software:** Selenium, Quick Test Pro * **Hosting:** Web hosting, DNS server hosting, Office 365, Google Apps * **CRM:** Salesforce, Microsoft Dynamics 365 * **Clinical Software:** Medical Director, BlueChip, PracSoft, Argus Messenger, Healthlink * **POS:** Tyro EFTPOS Terminals |

### Professional Experience

#### Combined Strata, Sydney, NSW

**Admin Support**, 2020 – 2022

* Managed incoming queries and performed routine tasks.
* Corresponded with clients regarding inspections and scheduled maintenance.
* Trained staff in the optimal use of productivity software.
* Followed up on late payments and provided accounting ledgers.
* Organised mass market mailing to provide notifications of updates of legislation and compliance.

#### Absolute IT Consulting, Sydney, NSW

**IT Support Consultant**, 2019 – 2020

* Provided personalised IT support to small businesses.
* Designed, tested, and implemented network solutions.
* Set up backup solutions using local NAS and cloud infrastructure.

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

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

* Provided support to users on the Moodle-based e-Learning platform.
* Maintained data quality and performed data entry tasks.
* Supported CEO in communications with committees and projects.
* Conducted routine enquiries on CRM, and assisted in building dashboards.

#### APCD / PLOY, Sydney, NSW

**IT Support**, 2015 – 2016

* Installed new PCs/hardware, prepared backups, and restored user data.
* Provided user support and training on Windows 10 and Office 2013 with Office 365.
* Troubleshot EHR issues and mechanical hardware issues.
* Set up POS devices and connected Tyro payment EFTPOS machines.
* Managed a team of technicians, allocating tasks based on location and skills.

#### Medical Director (Health Communication Network) Sydney, NSW

**QA Test Analyst/Graduate Model Development Engineer**, 2010 – 2015

* Conducted comprehensive testing for a clinical management software system.
* Took a lead technical role during the company’s transition to an Agile development and testing cycle.
* Modified various scripting languages to set up automated testing environments.
* Led various projects, including providing estimates, plans, budgets, reports, and metrics.

#### The Cloud Group, Sydney, NSW

**Project Development/Customer Support**, 2010

* Assessed and resolved business problems with hosted and SaaS software solutions.
* Developed highly effective CRM systems in Salesforce.com.
* Migrated clients from desktop CRM, collaboration tools, and email to cloud-hosted technologies.

#### CNS Health Pty Ltd, Sydney, NSW

**Project Coordinator**, 2008 – 2010

* Established and managed e-messaging systems for general practitioners and specialists.
* Ensured system security for 100+ medical practices.
* Managed client/server databases; monitored, administered, and maintained information.

#### Mednetwork Systems Pty Ltd / Medilink Solutions

**Customer Services Officer**, 2007 – 2010

* Provided exceptional customer service for medical practice management software.
* Provided scheduled off-site backup solutions to clients’ data and documents.
* Managed client moves from legacy medical systems to SQL-based solutions.

### Voluntary Experience

**Lead Organiser and Administrator**, Sydney Gaymers, Sydney, NSW, 2012 – 2020

* Organised events, managed administration/funding, and increased membership for a registered non-profit community gaming group for LGBTI gamers.
* Moderated Facebook group/page, growing membership base to 2,500.
* Negotiated agreements with venues for gaming events and consoles for patron use.

### Education

#### TAFE NSW

**Certificate IV in Cyber Security**, 2023

* Collaborating effectively in the ICT industry, analyzing and presenting research information.
* Developing and carrying out a cybersecurity industry project, applying cybersecurity legislation, privacy and ethical practices.
* Recognizing the need for cybersecurity in an organisation, utilising basic network concepts and protocols required in cybersecurity, testing concepts and procedures for cybersecurity.
* Automating processes, configuring and securing networked end points, performing basic cybersecurity data analysis.
* Implementing and managing the security infrastructure for an organisation, evaluating and testing an incident response plan for an enterprise.
* Exposing website security vulnerabilities, testing concepts and procedures for cyber exploitation.

**Certificate IV in Information Technology**, 2023

* Configuring and managing virtual machines and servers, optimizing ICT system performance.
* Supporting ICT system software, installing and testing IP networks.
* Creating basic relational databases, configuring and testing network security, managing network and data integrity.
* Applying introductory programming techniques, applying query languages in relational databases, creating and styling simple markup language documents.
* Designing website layouts, confirming website accessibility.
* Applying advanced critical thinking to work processes, contributing to cybersecurity risk management, identifying and evaluating emerging technologies.
* Working collaboratively in the ICT industry, complying with IP, ethics and privacy policies in ICT environments, resolving client ICT problems.

### Certifications and Trainings

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| --- | --- |
| * CompTIA A+ Service Technician * Microsoft Certified Professional in Windows 2003 Installing, Administering and Configuring Windows * HDI Help Desk Analyst * ISTQB Foundation in Software Testing * LinuxFoundationX: Introduction to Linux (LFS101x) * ISC2 CC - Certified in Cybersecurity | * Microsoft 365 Certified: Fundamentals (MS-900) * Microsoft Certified: Azure Fundamentals (AZ-900) * Microsoft Certified: Security, Compliance, and Identity Fundamentals (SC-900) * Microsoft Certified: Azure AI Fundamentals (AI-900) |

### References

Available upon request