**Armin Marth**

# **PROFILE SUMMARY**

A creative, self motivated, diligent an detail oriented professional with over 10 years of diverse experience. 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.

# **CONTACT**



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# **PROFESSIONAL EXPERIENCE**

**IT Support Consultant**

Absolute IT Consulting, Sydney, NSW

2019 – 2020

* Consulted small businesses and providing personalised IT support
* Designed and tested network solutions with detailed documentation
* Implemented backup solutions using local NAS and cloud infrastructure

**Admin Support**

Combined Strata / Combined Real Estate Auburn, Sydney, NSW

2018 – 2019

* 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.

**Project Officer – Executive support**

ASHM, Non-profit organization for health professionals, Sydney, NSW 2017 – 2018

* 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

**IT Support**

APCD / PLOY, Sydney, NSW 2015 – 2016

* 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
* Troubleshot 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



# **COMPETENCIES AND**

# **SKILLS**

* Excellent telephone skills and good ability to use Remote Access
* Good analytical and troubleshooting abilities
* Strong knowledge of viruses application glitches and hardware issues
* Excellent written and verbal communication abilities
* Good customer-service and problem solving skills
* Keeps abreast of changes in technology
* Good organizational and interpersonal abilities
* Good understanding of installations and updates
* Extensive documentation on processes and programs
* Extensive product knowledge of MD, Pracsoft, Blue Chip;
* Domain knowledge of HL7 and programming skills in .Net, C#, PHP, HTML, XML and ASP MScript

# **LANGUAGES**

**English:** Fluent

**German:** Basic Verbal

**Japanese:** Novice

**Auslan:** Basic

# **CERTIFICATIONS AND**

# **TRAININGS**

**QA Test Analyst/Graduate Model Development Engineer**

Medical Director (Health Communication Network) Sydney, NSW

2010 – 2015

* 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

**Project Development/Customer Support**

The Cloud Group, Sydney, NSW 2010

* 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

**Project Coordinator**

CNS HEALTH PTY LTD (direction of MedNetwork Systems), Sydney, NSW 2008 – 2010

* 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

**Customer Services Officer**

Mednetwork Systems Pty Ltd / Medilink Solutions. 2007 – 2010

* 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.

**Lead Organiser and Administrator**

Sydney Gaymers, Sydney, NSW 2012 – 2020

* Take lead role in organising events, manage administration/funding and increase membership for registered non-profit community gaming group for LGBTI gamers
* Moderate Facebook group/page, dramatically growing membership base to 2,500
* Negotiate agreements with venues to book space for gaming events and with bars to provide gaming consoles for patron use
* Promote participation in significant events including the Sydney Gay & Lesbian Mardi Gras

CompTIA A+ Service Technician

Microsoft Certified Professional in Windows 2003 Installing, Administering and Configuring Windows

HDI Help Desk Analyst

ISTQB Foundation in Software Testing

CompTIA Linux+

Linux Foundation Essentials in Linux System Administration

Deaf Society Auslan Certificate II (continuing)

# **AREAS**

# **OF**

# **EXPERTISE**

**I.T. Proficiency:**

**Operating Systems:**

Windows XP, Vista, 7 (including 64bit), Windows 8.1, 10

Windows Server 2000, 2003, 2008 (including 64bit, SBS and R2), 2012 (R2), 2016, 2019

Linux (including Ubuntu/SUSE Enterprise/CentOS)

**Office Software:**

MS Office, All Versions

**Database:**

MS SQL Server 2000/MSDE, 2005 Express/Standard, 2008, 2008R2, 2012, 2014

**Virtualisation:**

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.com, Microsoft Dynamics 365

**Clinical Software:**

Medical Director, BlueChip, PracSoft, Argus Messenger, Healthlink

**POS:**

Tyro EFTPOS Terminals

**REFERENCES**

**Available upon request**

# **VOLUNTARY EXPERIENCE**