

ARMIN FISCHER

Remote Support Specialist | State-Certified Geriatric Nurse & IT Expert

Location: 96117 Memmelsdorf, Germany (Available for 100% Remote / HomeOffice)

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PROFESSIONAL SUMMARY

Highly disciplined and versatile HomeOffice professional with over 20 years of dual experience in healthcare counseling and remote IT helpdesk operations. Proven expert in independent remote workflows, empathetic client communication, and digital training. Fully equipped with a high-end, secure home-office infrastructure and experienced in managing high-volume remote support tools, digital documentation, and tele-triage.

REMOTE & HOME-OFFICE SKILLS

Remote Work Tools:	TeamViewer, RustDesk, Google Remote Desktop, Zoom, Zendesk, Ticket-Systems
E-Health & Tele-Counseling:	Telephonic care consultations (§37.3 SGB XI), digital patient management, e-learning training
Technical Sovereignty:	Advanced OS deployment (Linux Mint & Windows), network infrastructure configuration, hardware recovery
Soft Skills:	Strong self-organization, intercultural communication, conflict resolution, high emotional intelligence

PROFESSIONAL EXPERIENCE

Care Counselor & Home-Office Trainer

Hand in Hand Alltagshelfer UG, Berlin | Aug 2024 – Present (100% Remote / HomeOffice)

- Conduct official telephonic and video care consultations according to German law (§37.3 SGB XI).
- Train and onboard everyday care assistants using digital workflows, webinars, and e-learning platforms.

Founder & IT Remote Support Technician

Computerservice.arminfischer.com, Memmelsdorf | Dec 2003 – Present (Part-Time Entrepreneur / Remote)

- Provide acute remote technical assistance, software troubleshooting, and data security solutions via helpdesk tools.
- Developed custom Linux-based Helpdesk recovery discs for independent system repair and advanced system recovery.

Service Employee

REWE Engelhaupt OHG, Memmelsdorf | Mar 2025 – Present (Part-Time)

- Supporting local logistics, inventory organization, and customer service operations.

Technical Support Call Center Agent

RHENUS KundenProfi (Vodafone DSL Tech Support), Bamberg | Nov 2016 – Mar 2017

- Handled high-volume inbound technical support calls regarding networks, routers, and DSL connections.
- Resolved customer issues systematically using internal ticketing systems and remote databases.

State-Certified Geriatric Nurse / Night Shift Charge Nurse

Various Healthcare Facilities & Nursing Homes, Germany | Oct 2000 – Sep 2022

- Provided specialized medical and basic care in intensive, dementia, and geriatric settings (including persistent vegetative states / Wachkoma).
- Managed night-shift nursing operations, digital/physical medical documentation, and emergency response tele-triage.
- Worked continuously across leading German facilities including CURANUM, Diakonie, Kursana, and AWO.

EDUCATION & TRAINING

State-Certified Geriatric Nurse (Altenpfleger) | bfw Fachschule für Altenpflege, Regensburg | 1998 – 2000

Staatlich anerkannte 2-jährige Ausbildung (State-approved 2-year specialized degree in Bavaria)

Communication & Application Training | bfw gGmbH, Regionalzentrum Bamberg | 2022 – 2023

General Higher Education Entrance Qualification (Abitur) | Von-Müller-Gymnasium, Regensburg | 1988 – 1997

LANGUAGES

German: Native • **English:** Proficient (IT, Helpdesk & Technical Support Level) • **French, Romanian, Russian:** Basic professional knowledge