**Arthur Fridman**

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**Objective:** To acquire a technical position that will help me gain knowledge and experience in this fast paced technological industry. Allowing me to show the client how passionate I am at what I do, this and to establish a good rapport in the field is my greatest objective.

**Experience:**

**NYU Langone Medical Center:** **New York, N.Y. 8/2018-9/2020**

Desktop Support In House Technician Tier I1(Manhattan Cardiology)

* Support for over fifty end users on a two trunk one uplink Cisco switch based cross platform topology.
* Third party software support for cardiology lab and radiology reports( Amazing Charts and Midmark) technology necessary for these highly skilled professionals to conduct their business process accurately.
* Experience with configuration of Outlook/Exchange. Able to solve Outlook configuration issues such as permissions, views, calendar-sharing, email rules, data migration, etc.
* Oversaw daily network frame; internet access, share drive accessibility, software platform function and general connectivity issues such as printing, scanning and faxing.
* Supported remote employees with technical assistance, remote access connectivity, equipment diagnosis and troubleshooting of hardware and software.
* Maintain and troubleshoot existing PCs and peripherals throughout the company's network including but not limited to tablets and laptops.
* Support all employees and respond to all incidents in a timely, courteous, and efficient manner.
* Provide on-call coverage during off-business hours. This includes maintaining a corporate issued mobile device.
* Assist in deployment of new technologies and other related tasks.
* Managed inventory (RFID) of all equipment, licenses, service, and support contracts and incidents.
* Responsible for the installation and OS migrations {Win 7 to 10 ISO image) on all newly deployed machines.

**Compucom:** **New York, N.Y. (MSP) 11/2017-7/2018**

POS(Point of Sale) Field Technician

* Field Point of Sale support for multiple large environment clientele.( i.e.; Home Depot, Target and T Mobile)
* As an outside contractor for Aetna, performed Avaya and Polycom deployments for new A/V office environments and migrations.
* Responsibilities included user end and systems support. (User account management and group policy in AD)
* Physical punch down of wall data and VOIP ports.(identifying and labeling for easier maintenance of link)

**GCS (RPower LLC): Manhattan, N.Y. (MSP) 8/2016-11/2017** POS(Point of Sale) Field Technician

* Based on an SLA (service level agreement) was the customer resolve to correct and support network, H/Wand S/W issues.
* Supported J2 225,240,516 560, and 650 POS terminals for bars, clubs, fast food and natural food chains.
* Fully knowledgeable of RPOWER system S/W for hospitality applications (back office). ConnectWise utilized for ticket issuing.
* Remote support via Logmein or Teamviewer for moderate to severe CC authorization issues and terminal crashes.

**Acme Retail Systems: S. Hackensack, N.J. 5/2015-7/2016** POS (Point Of Sale) Service Technician **(In House)**

* Hired as an independent contractor to service, maintain, support and deploy POS systems. (RFID tags used for inventory)
* Experienced in Imaging, configuring and set up of ACS and Scanmaster POS systems.
* Performed routine PM’s (Ingenico, NCR) and replacement of H/W along with software updates and re-imaging (Ghost).
* Client base consisted of grocery store and major food store chains (i.e. Shop Rite, Key food, Morton Williams etc.). .

**Skills:**

* Well oriented and experienced with the HP family of network and laser jet printers.
* Dell Certified Systems Expert fully certified in Desktop and Laptop repair and maintenance
* Proficient with multiple operating systems, i.e. Microsoft Windows XP, NT,7, 8,10 Server '13-Enterprise.
* Active Directory user account management and group policy administration.
* Excellent customer service skills and communication.
* Exceptional in the full spectrum ranging from POS H/W and S/W support and maintenance (i.e. NCR POS systems).
* Accomplished many awards, recognitions and commendations over my 13+ years in the field support industry.
* Very meticulous in keeping records of technical component inventory and customer service experiences.
* Been recognized to display significant leadership skills.

**Education:** **Cittone Institute/ Lincoln Technical Institute**

Associates Degree in Electronics and Computer Technology  **1/1993-5/1995**

**Comp TIA A+ Certification 2/98**

**IBM Think Vantage Laptop, Desktop Series Certification 6/06**

**Dell DCSE Certification**  **6/06**

**OSHA 10 Const. Cert. 06/30/21**