A**rthur Eppley**

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**Gloversville, NY 12078**

**518-844-9145**

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**Core Knowledge**

Technical Writing (Manuals/System Specs), Testing, Scripting/Documentation, Systems Security & Disaster Recovery, Major Software/ Systems   
Implementations, Database Design and Management, Network & System Administration, Strategic Technology Planning, Data/Business/Systems Analysis, SQL Queries and Data Modeling, ServiceNow Ticket Tracking, MS Dynamics, RDP, LEAN Mfg, 5S, Six Sigma.

**Experience**

**AETNA -** Desktop Support Engineer July 2018 - Present

PC setups, software troubleshooting, SCCM, APP-V, AD resolution, documentation, remote desktop, virtualization, VPN issues, proprietary software issues, Office 365 troublesooting

**NYS OITS/DOH-** Desktop Support Admin Feb 2018 - May 2018

PC Setups, clonezilla imaging, rollouts. network troubleshooting. Software troubleshooting. Customer service. Resolve Network outages within confines of our 800 user base. AD GPO and OU changes. SME emedny and bria softphones. Create documentation for tasks.

**PINNACLE NETWORKING** - Self-Employment January 2001 – Present

Designed and supported web operations for a web-based help desk. PC Repair and troubleshooting. Home network design. Web development. PC Technician, PC Refreshes, Tech Lead, NY State Help desk (service now), password resets, level 1/2 troubleshooting and triage of email tickets. PC and printer break fixes. Outlook troubleshooting (generally related to password issues). Remote Desktop and Active Directory. Troubleshooting network issues, permissions and individual accounts.

**GLOBALFOUNDRIES** - Metrology March 2017 – May 2017

Used SPACE, Xsite, and various other proprietary software to troubleshoot and run tool quals in and out of the FAB. Used LEAN and 5S methodology. Tracked quals within Google sites and Google APPS.

**VITEC SOLUTIONS** - Field Engineer May 2016 - Nov 2016

Used Microsoft Dynamics for ticket tracking and part ordering, Certified Dell and HP repair facility. HP LaserJet repair, DELL and HP workstation break fix, Lenovo desktop break fix. Laptop and tablet repair. Printer and PC Networking. Worked with OCFS and DOH and various bank vendors for service. Imaging PCs

**NYS OFFICE OF INFORMATION TECHNOLOGY -** Customer Support Specialist Jan 2016 - May 2016

Password resets using AD, SCCM, System Orchestrator. Troubleshoot issues with PC, Phones, RSA Tokens, and attached peripherals. Used log and pass methods to direct to the appropriate channels.

**TARGET DISTRIBUTION CENTER** - Amsterdam, NY October 2005 - March 2010

Distributed Technical Operations,Warehouse Worker

Provided support for company wide computer systems. Includes printer troubleshooting, tablet PC formatting and laptop configures. Performed daily backup tape changes.

**US NAVY** - Groton, CT and Norfolk, VA October 1991 - March 1994

Radioman (23EY)

Worked on component level electronics, utilized teletype to retrieve secure transmissions, and developed leadership abilities as a non-commissioned officer.

**Education**

EMPIRE STATE COLLEGE SUNY– Latham, NY

Bachelor of Science in Science, Mathematics, and Technology BS/IT, In Progress

UNIVERSITY OF PHOENIX – ONLINE

Associates of the Arts (IT Networking) 2010

RIDLEY LOWELL BUSINESS AND TECHNICAL SCHOOL - New London, CT

Help Desk and Technical Support Certificate 2000

**Technology Summary**

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| Certifications: | IT Helpdesk (Ridley-Lowell Business and Technical School) |
| Memberships: | Student Member of Association of Computing Machinery since 2009 |
| Applications: | MySQL, Microsoft SQL, Norton Ghost, Microsoft Project, Microsoft Visio, ServiceNow, RDP, pcAnywhere, Adobe Fireworks, Microsoft FrontPage, Microsoft Office, Citrix Director, MobileIron, Active Directory |
| Systems: | Windows, Linux, MAC, iOS, Android |