

Henryk Haluszczak

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Description

In my role as a IT manager at BrandM3dia, I was about to build and create, and teach how digital touch screens signage works, how POS systems are built and maintained and serviced custom manufactured displays for some clients.

In my technical support specialist role at 1Valet I gained a deeper understanding of interactions between me and customers, helping Customers support and installers with help remotely and in person.

In my test technician and test system assembler role at Arxtron; I had a hard focus on making stations and fixtures that would last 10+ years. Creating both with ease of repairs and upgrades in mind.

In my role as a ATM field service technician, I was trusted to handle access and use ATM debugging software to fix and maintain ATM, CRUs for TD Bank. I worked with a team and used tools like Oracle Field services to ensure that the client and internal teams have the information for service calls.

Experience

Diebold Nixdorf / Field Service Technician

March 2025 - September 2025, Toronto, ON

Field Service Technician at Diebold Nixdorf in the Toronto Area, provided services, repairs and technical maintenance for ATM's, retail point of sale (POS) equipment on customer premises.

Mainly handled ATMs with TD Bank.

During this time I was tasked with

- Performing maintenance on ATMs (e.g., card reader, printer, reset and test devices, etc.). Electro mechanical repair.
- Performing basic installation functions (e.g., set up and test equipment, pulling cables, mounting devices, installing locks)
- Performing technical fixes such as clearing paper jams, card jams, bill jams, etc.
- Inspecting products for correct operation and resolving noted issues and/or escalating according to established procedures
- Prioritizing and planning service calls.

- Working within a team environment, completes all required paperwork, manages, and maintains service parts inventory.
- Contacting the customer with the estimated time of arrival.
- Working with customers to ensure satisfaction with service delivery and understanding of product functionality.
- Following key/alarm/combination control processes in assigned area of responsibility.

Arxtron Technologies / Test Technician and Test Systems Assembler

April 2024 - January 2025, Mississauga, ON

As a Test Technician and Test Systems Assembler, my role included wiring different electronic test stations & fixtures inspecting and verification of incoming electrical/mechanical test stations and fixtures, Integrating Test Systems, Debugging and validating test systems, soldering PCB and integrating to test systems, maintaining the lab and other work areas, assisting design engineering with their daily test development and material procurement.

My responsibilities also included providing work/rework at client sites during on-site installation, & upgrades which may be needed from time to time. Supporting the mechanical team in assembly of stations, using hand tools, milling, taps and 3D prints.

Documenting and creating SOP on tasks and projects was able to help our team review and have post mortem for similar projects, therefore cutting down 10% of the time working and replanning projects that are close in scope.

1Valet / Technical Support Specialist

December 2022 - June 2023, Markham

As the Technical Support Specialist, my responsibilities were; Supporting the operations team on any hardware related needs, such as imaging, installations, and commissioning. Providing support with installations both on-site and remotely.

Using tools like easy projects for ticket and client management, and pager duty for on-call support, here having experience with static and dynamic networks helped in understanding how buildings connected.

Providing both remote and on-site support to the customer service team to troubleshoot and problem solve issues. This would cover entry screens that were not working correctly to RMA and repairs of screens in the workshop.

Supporting the hardware team with production & innovation activity, component optimization, and any engineering needs. For example one of the device supply chain of touchscreens needed to be worked with both with supplier and manufacturer.

Supporting the supply chain team with any logistics activity, including shipping & receiving at the Markham office. This would cover supporting the team and training of needed items for shipping touchscreens, ie making sure items were packed correctly before being sent off.

BrandM3dia / IT Manager

March 2017 - December 2022, Toronto

My expertise in creating detailed CAD, digital screens, doing custom repairs on small devices.

Using skills like reviewing drawings and developing prototypes, building boards that followed ETL certification, traveling to manufacturers and learning on processes that helped me learn was essential to building custom displays for our clients.

I collaborated closely with engineers and manufacturers, iterating and refining designs to meet project requirements.

Here are some roles and responsibilities I had while working at the IT manager.

I specialized in installing and maintaining digital screens and LED/LCD displays. Troubleshooting and repairing display issues, configuring content and settings, and staying updated with display technology trends were all part of my responsibilities.

When Servicing and repairing digital displays, we used a a ticketing system, RMA SOP, and tablets to show current status. A Process that was made to ensure that new employees stepping into the IT roles can pick up with ease and train with.

In the office side of this role; I was tasked with diagnosing and repairing computer hardware issues, servicing tablets and touch screens, installing software, and providing technical support to users. Adherence to industry standards for electronics repair and maintenance was essential to deliver reliable and efficient solutions.

My precision and attention to detail prevented electrical shorts and ensured proper current flow. Adherence to ETL standards was a fundamental aspect to the safety of our clients.

I was responsible for designing wiring diagrams and harnesses for prototypes. Building wiring assemblies and conducting rigorous testing to meet ETL standards were key aspects of my work.

My meticulous approach and commitment to safety and compliance were integral to the success of prototyping projects, installing and maintaining both short and long term.

Education

Sheridan College / Associate's degree in Communications Engineering, Computer Networking and Telecommunications

Start date April 2014 / End date April 2016

Skills

IP mechanics (1 year), VoIP, SQL, System Administration, Microsoldering (1 year), MySQL, Shell Scripting, Git, Network Firewalls, WAN, Microsoft Windows, Help Desk, Soldering (2 years), Linux, Network Administration (3 years), Technical Support, Network Support, Java (5 years), Network Design (Less than 1 year), Network Engineering Graphics Design (Less than 1 year), Python, LAN, DNS, Database Administration, Remote Access Software, Computer repair (4 years), Operating Systems, Word Processing, TCP/IP, Linux (3 years), DHCP, Project Mangment (4 years), Excel Spreadsheet Processing.

Language

English - Fluent
Polish - Advanced