

Michael Kiresuk

Phone: (612) 391-3920

Email: michael@kiresuk.com

SUMMARY

Senior IT support professional with extensive experience supporting Apple iOS and macOS enterprise environments. Specializes in mobile device management (MDM), Omnisia Workspace ONE UEM, ServiceNow, and regulated operational technology deployments. Proven ability to manage mission-critical systems, mobile hardware, enterprise applications, and end-user support in airline, stadium, and large-scale enterprise environments.

SKILLS & EXPERTISE

Mobile Device Management (MDM): Omnisia Workspace ONE UEM, iOS, compliance, lifecycle management

Operating Systems: iOS, macOS, Android, Windows 11

ITSM & Enterprise Platforms: ServiceNow, Salesforce, Comply365, RizePoint, Brock SmartSuite, Formsite

Apple Enterprise Support: Apple macOS & iOS Tier II / Tier III Support

Networking & Mobility: AT&T, Verizon, FirstNet, T-Mobile

Hardware & Systems: Apple, Honeywell CT45, IPC payment systems

Web & Design Tools: HTML, CSS, Adobe Creative Suite

General IT: Technical documentation, user IT training, IT project support

EXPERIENCE

SUN COUNTRY AIRLINES | Minneapolis, MN

Sr. Client Technology Administrator 2019 – Present

Manages the enterprise mobile device management (MDM) platform supporting flight control, inflight, operations, and maintenance environments. Ensures availability, end-user support, and regulatory compliance for both software and hardware. Provides mobile device setup, user training, and technical documentation.

- Administrator for all iOS hardware and application deployments using Omnisia Workspace ONE UEM.
- Manages lifecycle and support for company mobile devices, including iOS, Mac OS, Honeywell baggage scanners, inflight payment, provisioning, configuration, compliance, and updates.
- Tests, validates, and deploys new mobile hardware and software in a regulated operational environment.
- Provides support for the Apple hardware and software ecosystem, including macOS and iOS.
- Manages cellular services, SIM provisioning, and mobile connectivity for iPhones and outstation networking equipment.

ASM GLOBAL | U.S. Bank Stadium | Minneapolis, MN

Event Day Support Technician 2016 – 2022

Provided on-site technical support for major events at U.S. Bank Stadium.

- Supported stadium audio-visual systems, computer systems, and iOS devices during live events.
- Prepared, deployed, and supported technology solutions in coordination with the IT team.

Continued

ECOLAB | St. Paul, MN

Sr. Service Desk Specialist 2015 – 2019

Provided Tier II enterprise support for iOS hardware and software supporting a nationwide field service and management organization. Resolved escalated technical and data-related issues for a mission-critical iOS applications. Supported enterprise platforms including Salesforce, RizePoint, and Formsite.

- Managed Tier II support requests via phone, email, and ServiceNow.
- Supported iOS device deployment, configuration, and troubleshooting using AirWatch (Workspace ONE) MDM and cellular carrier portals.
- Fulfilled requests for internal reporting, services, and compliance metrics.
- Delivered hardware and software training for field associates and management teams.

APPLE INC. | Minneapolis, MN

Genius 2007 – 2014

Delivered world-class technical support in a high-volume Apple Retail environment at the Mall of America. Maintained technical expertise with evolving hardware and software repair workflows. Demonstrated multitasking, problem-solving, and customer empathy while collaborating with team members to enhance support practices. Partnered with business teams to deliver technical presentations and support Apple business solutions.

- Consistently recognized for high Net Promoter Score (NPS) ratings and customer satisfaction.
- Mentored Genius staff and delivered Family Room training to newly hired Geniuses.
- Provided in-store technical training and solutions consulting for business customers.
- Conducted performance discussions with Genius staff, addressing goals, issues, and development needs.
- Managed daily Genius Bar scheduling and staffing to ensure optimal coverage and service levels.

EDUCATION

THE SCHOOL OF THE ART INSTITUTE OF CHICAGO | Chicago, IL

Master of Fine Arts, Painting and Drawing

2000

UNIVERSITY OF MINNESOTA | Minneapolis, MN

Bachelor of Fine Arts, Painting and Drawing | Art History Minor

1996

RED HAT TRAINING | Minneapolis, MN

System Administration, I, II

2012

APPLE INC | San Jose, CA

Apple Genius Certification Training

2007