

# Michael Kiresuk

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## SUMMARY

A software support professional working with custom apps, form building, data management, websites, and iOS mobile hardware support. Looking for opportunities that focus on software and website related management.

## SKILLS & EXPERTISE

Project Support and Development • Tier I - III Technical Support • Rizepoint QA • Service Now. • Airwatch. • Formsite • iOS • WordPress • HTML/CSS • ATT / VZ Carrier Portals • Salesforce • Adobe Creative Suite • Digital Imaging • Mac OS • Windows 10 • Linux OS • Basic networking • MS Office

## EXPERIENCE

ECOLAB | St. Paul, MN

### Sr. Service Desk Specialist

2015 – Present

Provides enterprise Tier II software and iOS hardware support for a nationwide field service and management team. Handles escalated technical issues and data related requests for a custom iOS app that involves invoicing, detailed data collection, route information and account management. Supports a number of integrated software solutions that include Salesforce, Rizepoint and Formsite.

- Manages a broad range of support requests from phone, email and Service Now for tracking of incidents.
- Supports technical aspects of iOS deployment with Airwatch MDM and cellular carrier portals.
- Processes requests for internal reports, services and compliance measurement.
- Evaluates software and service platforms to improve overall usage and data processing.
- Provides selected management and field training for internal software solutions.

SMG | U.S. Bank Stadium | Minneapolis, MN

### Event Day Support Technician

2016 – Present

Technical support for major events at U.S. Bank Stadium.

- Provides setup, testing and support of ticketing systems.
- Assists Events Services with stadium audio/visual technical issues.
- Prepares and deploys technology solutions with IT staff as needed.

APPLE INC. | Minneapolis, MN

### Genius

2007 – 2014

Provided world-class technical support for Apple Retail. Responsible for constant change in technical knowledge, timely repair skills and continuous multi-tasking under a tight appointment system. Continually worked with the team on fine tuning empathy skills, patience, and critical thinking. Worked closely with the business team helping with technical presentations for Apple business solutions.

- Consistently recognized for excellence in Net Promoter surveys/rankings.
- Mentored Genius staff and provide Family Room training to new Geniuses.
- Provided in-store training to business customers on Apple solutions.
- Reviewed Genius staff on a bimonthly schedule with discussions that relate to current performance, issues and concerns.
- Managed daily scheduling and staffing of the Genius Bar.

SELF-EMPLOYED | Minneapolis, MN

**Freelance Web Design and Imaging**

2000 – Present

Creates custom micro websites that are simple and effective. Provide end-to-end solutions beginning with initial designs and finishing with site administration and maintenance. HTML and WordPress. Experienced with a variety of digital imaging services including large format printing.

- [www.renegadeopen.com](http://www.renegadeopen.com) (wordpress rebuild)

## 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