

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 • Airwatch • Service Now. • Formsite • iOS • WordPress • Rizepoint QA • HTML/CSS • ATT / VZ Carrier Portals • Salesforce • Adobe Creative Suite • Digital Imaging • Mac OS • Windows 10 • Linux OS • Basic networking • MS Office

EXPERIENCE

Sun Country Airlines | Minneapolis, MN

Application Administrator

2019 – Present

Manages mobile deployment applications for compliance and flight operations.

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

Event Day Support Technician

2016 – Present

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

- Assists Events Services with stadium audio/visual technical issues.
- Prepares and deploys technology solutions with IT staff as needed.
- Handles triage and support for other systems and iOS devices.

ECOLAB | St. Paul, MN

Sr. Service Desk Specialist

2015 – 2019

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

- Managed a broad range of support requests from phone, email and Service Now for tracking of incidents.
- Supported technical aspects of iOS deployment with Airwatch MDM and cellular carrier
- Processed requests for internal reports, services and compliance measurement.
- Evaluated software and service platforms to improve overall usage and data processing.
- Provided training for management and field associates for internal software solutions.

Continued

APPLE INC. | Minneapolis, MN

2007 – 2014

Genius

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

2000 – Present

Freelance Web Design and Imaging

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 (wordpress rebuild)

EDUCATION

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

2000

Master of Fine Arts, Painting and Drawing

UNIVERSITY OF MINNESOTA | Minneapolis, MN

1996

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

RED HAT TRAINING | Minneapolis, MN

2012

System Administration, I, II

APPLE INC | San Jose, CA

2007

Apple Genius Certification Training