

TECHNICAL SKILLS

Experienced: Corporate software: custom business critical iOS apps and data management software. HTML and CSS. MS Office, Service Now, Airwatch MDM. Steton 360. Adobe CC: Photoshop, Dreamweaver, Lightroom. Mac OS X: 10.6 - 10.13 and Server. iOS 9-11 troubleshooting and support. Digital imaging professional with a photographic background.

Knowledgeable: RedHat / Fedora OS. Basic networking and DNS. VMware: Fusion, Workstation, ESXi. Salesforce. Formsite. Wordpress. Windows OS: 7,10. Mobile carrier portals: AT&T and Verizon. IBM iSeries/AS400. Adobe CC: InDesign and Illustrator. OS X MDM for iOS devices,

EXPERIENCE

9/2015 - Present **Service Desk Specialist Ecolab**

Provides enterprise Tier II iOS support for a nationwide field service and management team. Handles technical support and data related needs for custom built iOS based apps that involve, invoicing, data collection, route and account management. Supports a number of integrated software solutions that include Steton 360, Formsite, and Salesforce.

- Manages a broad range of support requests from phone, email and other sources using Service Now software for tracking of all hardware/software issues.
- Supports technical aspects of iOS deployment with Airwatch MDM and cellular carrier portals.
- Processes requests that update a number of internal reports, services and compliance measurement.

8/2016 - Present **Event Day Support Technician SMG U.S. Bank Stadium**

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

- Provides setup, testing and support of all ticketing kiosks and select iPad setups in the stadium.
- Assists Events Services with audio/visual technical issues.
- Works with IT staff to prepare and deploy technology solutions as needed.

6/2015 - 9/2015 **Technical Consultant**

Consulted for a printing industry customer on a Windows server migration project. Worked with existing hardware upgrades to develop a solution that provided the high-availability, backup and disaster recovery needs for the future. Partnered with additional firm for database migration and support.

2007 - 2014 **Genius Apple Inc. Mall of America**

Provided world-class technical support for Apple Retail. Worked with a full spectrum of customers, from brand new users to Apple support professionals managing deployments of Apple products. Responsible for constant changes 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 and provide client training on a range of topics.

- Consistently recognized for excellence in customer experience surveys/rankings.
- Mentored Genius staff and provide Family Room training to new Geniuses.
- Experienced with a busy retail environment where the technical team is integral to success of sales, business team, training, inventory and management teams.
- Expanded knowledge to include OS X Server, MDM and core os commands.
- 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.

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EXPERIENCE (CONTINUED)

2006

Content Specialist **Hearth and Home Technologies**

Helped build-out front-end designs from Sr. Designer using HTML and CSS. Provided daily updates of multiple websites that are used by partners, builders, and consumers. Responded to image requests for various needs within the marketing department including image editing and conversion. Worked with commercial content management system for image database.

2000 - present

Freelance Web Design and Digital Imaging

Create custom micro websites that are simple and effective. Provide end-to-end solutions beginning with initial designs and finishing with site administration and maintenance. Worked with a variety of digital imaging services including large format printing. Responsible for all aspects of the requested project. This included initial client meetings, developing prototype imagery, and final delivery. Formerly a professional photographer with Nikon DSLR experience.

EDUCATION

1998 - 2000

Master of Fine Arts **The School of The Art Institute of Chicago**

Painting and Drawing

1991 - 1996

Bachelor of Fine Arts **The University of Minnesota**

Painting and Drawing. Art History Minor

2012

RedHat System Administration I, II. **Red Hat Training**

2007

Apple Genius Certification. **Apple Inc.**

Apple Certified Macintosh Technician