

EXPERIENCE

9/2015 - Present

Service Desk Specialist Ecolab

Provides enterprise Tier II iOS software and hardware support for a nationwide field service and management team. Handles escalated technical issues and data related requests for a custom built iOS based app that involves invoicing, detailed data collection, route information and account management. Supports a number of integrated software solutions that include Salesforce, Steton 360, imSmart and Formsite.

- Manages a broad range of support requests from phone, email and ServiceNow 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.
- Works between multiple internal teams to continuously improve support options.
- Evaluates software and service platforms to improve overall usage and data processing.
- Provides training to management and the field for hardware and software solutions.

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 ticketing systems.
- Handles triage and support for other AV systems, computer, and iOS devices.
- Assists Events Services with in-suite audio/visual technical issues.
- Prepares and deploys technology solutions with IT staff 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. Supported the full range of customers from brand new users to independent Apple support professionals managing deployments of Apple products. 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 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.
- Provided in-store training to business customers on Apple solutions.
- 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.

MICHAEL KIRESUK

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EXPERIENCE

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

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. Responsible for all aspects of the requested project. This includes initial client meetings, development work and final deployment or delivery. Professional imaging experience with Nikon cameras and lenses.

TECHNICAL SKILLS

Experienced:

Corporate software: custom business critical iOS apps and data management software. MS Office, Service Now, Airwatch MDM. Steton 360. Formsite. HTML and CSS. Mac OS desktop OS and iOS software. Wordpress. Adobe CC: Photoshop, Dreamweaver, Lightroom. Digital imaging professional with a photographic background.

Knowledgeable:

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

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 Certification