

Michael Kiresuk

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SUMMARY

A support professional working with custom apps, iOS deployments, form building and data management. Knowledgeable with basic web development and security support. Looking for opportunities that continue to focus on supporting diverse needs within IT.

SKILLS & EXPERTISE

AirWatch • Service Now • Comply365 • Tier II, III Technical Support • iOS • WordPress • HTML/CSS • ATT / VZ / T-Mobile Carrier Portals • Adobe Creative Suite • Formsite • Digital Imaging • Mac OS • Windows 10 • McAfee email security • Symantec email security • Symantec WSS • Linux OS • Basic networking • MS Office • Project Support and Development

EXPERIENCE

SUN COUNTRY AIRLINES | Minneapolis, MN

Application Administrator

2019 – Present

Currently manages an iOS mobile deployment for flight control, inflight, operations and maintenance. Supports hardware and software critical to daily operations. Provides support, training and related documentation. Works directly with security team in providing email and web security monitoring.

- Manages iOS deployment with Airwatch MDM and cellular carrier portals.
- Maintains iPads on aircraft for flight control and compliance.
- Tests and evaluates new hardware and software for regulatory compliance.
- Provides additional support for Apple computers in the office.
- Monitors daily security issues involving email and helps support security policy needs.

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

Event Day Support Technician

2016 – Present

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

- Event support for stadium A/V, computer and iOS needs.
- Prepares and deploys technology solutions with IT team.

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 mission critical service team iOS app. Supported a number of integrated software solutions that included 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 portals.
- Processed requests for internal reports, services and compliance measurement.
- Provided training for management and field associates with hardware and software.

Continued

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 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 (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	