MIKE BUEDEL

SaaS & IT Specalist

CONTACT

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📍 **Lake in the Hills, Illinois**

EXPERTISE

AI	Desktop
Sales	Support
SAAS	New Hire
Supervisor	Training
Web Design	Payment
Server Support	Processing

SOFTWARE KNOWLEDGE

WIX	CDK Drive
AWS	Salesforce
Citrix	High Level
Azure	Office 365
VAuto	Wordpress
ELeads	Vinsolutions
Shopify	Elementor Pro
Remedy	Microsoft Suite
Fogbugz	Active Directory
CDK CRM	Microsoft Windows

PERSONAL SKILLS

3d Printing
Laser Engraving
360 Photography
Aerial Photography
Timelapse Photography

ACOMPLISHMENTS

- **Stratosphere:** Assumed full responsibility for 2nd-shift coverage, resolving all after hours support requests & emergencies.
- **Redbox:** Promoted from Administrator → Level 1 → Level 2 Technician for exceeding expectations
- **Redbox:** Selected to become the New Hire Trainer; onboarded 30+ new team members

PROFILE

IT and SaaS professional delivering CRM systems & freelance AI solutions. Experienced in help desk support for automotive dealerships & managing 30,000+ Redbox kiosks. Skilled in troubleshooting, customer support, and optimizing business operations through technology.

WORK EXPERIENCE

SAAS CRM DEVELOPER

B365 Solutions | July 2024 - Present

- Freelance professional specializing in SAAS CRM, Web Design, & Smart AI. Helps businesses strengthen online presence, create engaging digital experiences, & drive sales with tailored marketing strategies.

   Skills: High Level, Wordpress, Elementor Pro, Google Business Profile, Google Analytics, Zapier, N8N, Canva, Photoshop, Premier Pro, Affiliate Marketing, Digital Advertising, Wix, Shopify, ETSY, Amazon, Social Media

HELPDESK TECHNICIAN

Stratosphere Networks | Jan 2014 - Nov 2019

- IT professional with a focus on desktop support, active directory administration, CRM management, cloud storage, and virtual solutions tailored to the specific needs of automotive dealerships, financial, & Healthcare companies.

   Skills: Active Directory, Salesforce, ConnectWise, Desktop Support, Citrix, Microsoft, Microsoft Windows/Server, Apple, Linux, AWS, Azure, VAuto, Dealer.com, Deaerltrack, Vinsolutions, CDK CRM, CDK Drive, Customer Service, High Volume Ticketing, Inbound Calls

LEVEL 2 MACHINE SUPPORT

Redbox | Apr 2011 - Dec 2013

- Remotely managed the Redbox retail system, handled high volume technical support calls, collaborated with development teams to improve kiosk uptime, & trained new Level 1 technical associates.

   Skills: Fogbugz, Remedy, New Hire Training, Large Scare Systems Demployment, High Volume Ticketing, Software Development, Machine Hardware, Machine Software

EDUCATION

GOOGLE MY BUSINESS CERTIFIED (NOW GBP)

Google Skillshop | 2025

BUSINESS MANAGEMENT

Harper College | 2006 - 2007

Career Note: Gaps in employment correspond to time spent in the sales field, which does not directly align with the technical focus of this resume.