



CONTACT

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 mikebuedel.com

 Lake in the Hills, Illinois

EXPERTISE

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

SOFTWARE KNOWLEDGE

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

PERSONAL SKILLS

3d Printing
Laser Engraving
360 Photography
Aerial Photography
Timelapse Photography

ACCOMPLISHMENTS

- **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

MIKE BUEDEL

CRM & IT Specialist

PROFILE

Technical 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

B365 SOLUTIONS

CRM Automation & AI | July 2024 - Present

- Develop Smart AI Workflows to enhance user engagement and streamline business processes.
- Design and implement web solutions for clients, boosting their online presence and sales.
- Utilize tools like High Level, Zapier, & N8N to create tailored automated marketing strategies for diverse businesses.

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

STRATOSPHERE NETWORKS

MSP Helpdesk Technician | 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, Dealertrack, Vinsolutions, CDK CRM, CDK Drive, Customer Service, High Volume Ticketing, Inbound Calls

REDBOX

Level 2 Remote Technician | 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 Deployment, 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