

Dan Kaul

11739 Independence Way – Woodbury MN 55129

(651)-331-1211 – kauldj@gmail.com

IT Support Specialist

Helping Individuals and Organizations with Technological Needs

Professional Summary

Dynamic professional with 10 years of experience in IT and customer service both onsite and remote, bringing strong analytical skills, problem-solving abilities, and a proven track record of supporting complex systems and workflows. Skilled at learning new tools quickly, collaborating with diverse teams, and delivering high-quality results in fast-paced environments.

Skills

Communication | Problem-Solving | Adaptability | Multi-Tasking | Active Listening | Teamwork
Time Management | Mobile Device Management | Servicenow | Active Directory | Phones

Job History

Target

Sr. Specialist Client Support Center

12/11/2016 – 10/28/2025

Supported target stores, headquarters and distribution center clients with issues with Targets mobile devices, clients personal mobile devices, point of sale registers, self checkout registers, client account password issues and shipping label printers. Provided the support through phones, mytech, webform, chat and email. Worked both onsite and remote.

- Created tickets using ServiceNow and Salesforce to identify and document system problems.
- Utilized and mastered multiple different Target proprietary systems to be able to troubleshoot and remotely fix client issues.
- Experience with Active Directory, Admin Console and Microsoft identity manager.
- Used Microsoft office tools and multi factor authentication.
- Experience with Mobile device management.
- Used conferencing tools like Zoom and Microsoft teams.
- Became the Mobile Devices Subject Matter Expert. Worked with leadership, the knowledge team and mobility engineers to improve CSC knowledge base on stores mobile devices.
- Became an escalations specialist. Worked with stores leadership and engineers to provide clear communication between them and to help in getting technical incidents resolved on time for the stores.
- Awarded the TMRS Recognition Award for Outstanding Performance.
- Was given the CSC's monthly MVP recognition award 5 times.

- Participated in a work experience with the mobility engineers to improve and enhance processes.

Kelly-Mitchell

Client Support Center Contractor for Target

9/15/2015 – 12/11/2016

Supported Target stores and headquarters clients with Targets mobile devices, clients personal devices, client account password issues and shipping label printers. Provided the support through phones.

- Contractor providing technical support to Target stores.
- Learning and maintaining technical and business knowledge to support clients
- Demonstrating an understanding of the various systems and the related trouble shooting procedures
- Independently resolving most client issues using available resources.

Best Buy

Home Theater Sales Consultant

4/15/2015 – 8/15/2015

- Work with customers to find the right solution for their entertainment needs.
- Ensure inventory and merchandising are maintained in the store.
- Train new employees on Best Buy systems and product lines.
- Promote value of Best Buy credit line, Geek Squad services and protection plans.

Best Buy

Microsoft Consultant

7/15/2013 – 4/15/2015

- Trained and supported other employees on benefits of Microsoft products.
- Educated customers on the benefits of Microsoft products.
- IST hero in December 2014 as top twin cities sales person.
- Promoted value of Best Buy credit line, Geek Squad services and protection plans on products being sold.
- Worked directly and professionally with other teams within Best Buy organization such as Geek Squad and management teams.

Education

University of Wisconsin-Eau Claire

Bachelor's Degree in Business Administration

Minor in Information Systems