

Mark Wesolowski

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Work Experience

Staff Support Engineer

May 2022 - Present

[Abstract Studio Design](#) | Remote

- Troubleshoot and resolved complex software issues, ensuring high customer satisfaction.
- Mentored new hires and built knowledge resources that improved onboarding.
- Coordinated with cross-functional teams to implement solutions and prevent recurring problems.
- Delivered reliable customer support in a fast-paced, high-accountability environment.

Customer Experience Manager

Nov 2024 - Jun 2025

[BuyerQuest](#) | Remote

- Managed customer support operations for enterprise clients across diverse industries.
- Coached and developed team members, improving performance and client satisfaction.
- Streamlined workflows to increase efficiency and reduce issue resolution time.
- Partnered with product and operations teams to resolve issues and improve service outcomes.

Software Configuration Engineer

Oct 2016 - May 2022

[Expeditors International of Washington, Inc.](#) | Farmers Branch, TX

- Oversaw deployment and configuration of enterprise logistics platforms in global operations.
- Delivered technical support for proprietary systems, improving shipping and fulfillment workflows.
- Conducted 100+ hours of internal training to upskill team members on system capabilities.
- Balanced competing priorities while ensuring consistent stakeholder communication.

Team Lead

Aug 2012 - Oct 2016

[Expeditors International of Washington, Inc.](#) | Seattle, WA

- Supervised a support team in international shipping operations.
- Managed scheduling, workload allocation, and performance evaluations.
- Trained new employees and improved workflows for accuracy and customer service.

Military Intelligence Systems Maintainer/Integrator (33W/35T)

Aug 2006 - Aug 2012

[US Army](#) | Various Locations

- Installed, maintained, and repaired intelligence and electronic warfare systems.
- Performed troubleshooting and diagnostics under mission-critical conditions.
- Trained and mentored junior soldiers on system operations and maintenance.
- Collaborated with intelligence teams to ensure systems met operational requirements.

Core Skills

Leadership & Operations: Team Leadership and Coaching, Training & Onboarding, Workflow Optimization, Scheduling & Performance Management, Customer Experience Strategy

Technical & Analytical: Software Configuration & Troubleshooting, Systems Integration & Maintenance, Data Analysis & Reporting, Process Improvement, Microsoft Office & Business Tools

Communication & Collaboration: Cross-Functional Teamwork, Client & Stakeholder Engagement,
Documentation & Knowledge Management, Problem-Solving & Conflict Resolution, Professional Communication

Education

Eller College of Management - University of ArizonaAug 2024 - May 2026
Executive MBA

University of ArizonaAug 2018 - May 2020
Bachelor of Applied Science Informatics