

Michele Gaidelis

With over a decade of global senior management experience, I specialize in optimizing tech teams, driving efficiencies, and fostering skill development.

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EXPERIENCE

Stripe, Inc., New York, NY — *CorpTech Service Desk Manager*

August 2024 - January 2025

- Led recruitment and hiring process for six service desk technicians, contributing to team expansion and improved coverage.
- Managed IT infrastructure setup and service desk operations for new office launches in Toronto and Mexico City.
- Developed and implemented ITIL-aligned process improvements, resulting in reduction in ticket resolution time/improved SLA performance.
- Designed and delivered comprehensive training programs for service desk staff, enhancing both technical troubleshooting capabilities and customer service standards.

Schrödinger, Inc., New York, NY — *Senior Manager - IT Operations*

August 2022 - July 2024

- Orchestrated the leadership and expansion of a global IT operations team, elevating the group to 14 members, with a focus on cultivating automation skills and Linux support capabilities.
- Championed the continuous enhancement of Freshservice ITSM, ensuring optimal ticket handling efficiency while integrating with the Atlassian stack used by the rest of the department.
- Instituted a comprehensive training program tailored to advance team competencies in automation and support, significantly elevating service delivery and operational excellence.
- Developed key performance indicators and metrics, fostering a culture of accountability and continuous improvement, identifying areas for development and strategic enhancement.
- Fostered an environment of innovation and collaboration, facilitating cross-functional team growth and enabling superior IT service delivery in support of computational research and development goals.

Hospital For Special Surgery, New York, NY — *Manager - End User Computing*

October 2021-August 2022

- Led a team of over 20 desktop technicians, team leads, and

SKILLS

Linux Foundation LFCA

Certification: Demonstrates a solid understanding and proficiency in fundamental Linux skills.

Global Operations

Management: Proven ability in taking over and effectively managing global IT operations, ensuring seamless service delivery across different regions.

Enhanced Communication

Skills: Skilled in improving communication within and across teams using both synchronous and asynchronous methods, facilitating better collaboration and understanding.

Vendor and Internal Team

Management: Expertise in managing relationships with both internal teams and external vendors, ensuring project success and operational efficiency.

Technical Translation for

Varied Audiences: Adept at translating complex technical information into accessible language for executives and end users.

Project Management:

engineers, supporting over 6000 users and 8800 devices across 24 locations.

- Independently developed key performance indicators (KPIs) to monitor and enhance service quality and team productivity.
- Created a library for technician training and development.
- Rolled out JAMF for MacOS device management and fostered a mentoring culture for key team members.
- Encouraged teamwork and inter-departmental collaboration through regular meetings and improved vendor relations.
- Managed tools like Cherwell Service Management, Ivanti Endpoint Manager, Monday.com, Citrix, JAMF, MS 365, and Azure.
- Led a PC refresh program and the implementation of an asset management system.
- Enhanced communication with stakeholders regarding clinical device management and improved end-user satisfaction by optimizing staffing, training, and software use.

Experience in managing projects, demonstrating the ability to lead, plan, and execute on time and within budget.

Hands-On Technical Skills:

Possesses the hands-on technical ability to personally step into projects as needed, ensuring continuity and completion of critical tasks.

Scalable Systems Design:

Proficient in architecting and implementing scalable IT infrastructures to support the rapid growth of companies, ensuring system reliability and performance scalability.

MOM's Organic Market, Inc., Rockville, MD — *IT Manager*

September 2014–September 2021

- Managed a dynamic team, supporting over 1100 end users across 21 locations in 5 states and Washington, D.C.
- Led the company's transition from Windows 7 to Windows 10, enhancing system reliability and user experience.
- Established a VMware-based hybrid infrastructure, boosting efficiency and cutting costs.
- Oversaw the migration to Google Workplace, unifying email and document systems for better collaboration.
- Transitioned to Microsoft Active Directory, simplifying user and resource management.
- Facilitated the opening of ten new locations, scaling operations across an expanded geographic area.
- Adapted swiftly to the COVID-19 pandemic, enabling a seamless shift to remote work while maintaining in-store operations.
- Managed a broad range of IT infrastructure and applications, including server and network maintenance, help desk support, and compliance management, ensuring robust and secure IT operations.

EDUCATION

University of Phoenix,
Albuquerque, NM —
Bachelor's Degree,
Information Technology

2001–2004