

MIKE GAUDIELLO

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PROFESSIONAL SUMMARY

Senior IT Systems & User Experience Expert with 20+ years of experience specializing in Desktop Support, Mobile Device Management (MDM), and Systems Administration. Proven track record of transforming complex technical challenges into seamless user experiences. Expert in deploying scalable solutions via Intune, Azure, and SCCM for organizations ranging from government agencies to global fleets. Passionate mentor and self-starter committed to technical excellence and executive-level "white-glove" service.

TECHNICAL SKILLS

- **Endpoint Management:** Microsoft Intune, SCCM/MCM, Autopilot, Ansible, MobileIron, AirWatch
- **Cloud & Infrastructure:** Azure Administration, Active Directory, Office 365 Administration, Windows Server 2012–2022.
- **OS Expertise:** Windows 10/11, macOS, iOS (Tier 2/Supervisory), ChromeOS, Android SDK.
- **Tools & Scripting:** PowerShell (Automated HWID extraction/AD provisioning), JavaScript, Jira, ServiceNow, Remedy, Adobe Photoshop/Illustrator.

PROFESSIONAL EXPERIENCE

Chimes International | Baltimore, MD

IT Specialist | 2025 – Present

- Lead Tier 2 technical operations for local and remote environments, ensuring high availability for critical systems.
- Streamline device lifecycle management by provisioning and deploying PCs, Chromebooks, and mobile devices.
- Maintain rigorous data security standards handling sensitive personal and SSA-related information.

Social Security Administration (SSA) | Woodlawn, MD

User Experience Group Tech Support | May 2024 – Oct 2024

- Architected instructional governance and policy documentation for software requests across the client user base.

- Served as the primary Software Manager and Liaison for **ZoomGov**, ensuring secure, compliant communication.
- Executed Tier 2/3 troubleshooting for Windows 11 and macOS within a high-security government environment.

Maryland Department of Education (via DMI) | Baltimore, MD

Desktop Support Engineer | Dec 2023 – May 2024

- Modernized deployment workflows by implementing **Autopilot and Intune** for automated PC provisioning.
- Managed enterprise-level MDM and O365 account administration for state-wide users.
- Acted as primary point of contact for hardware vendors (HP, Dell, Canon) to maintain 99%+ equipment uptime.

Element Fleet Management | Sparks, MD

Systems & Intune Administrator | Jan 2021 – Nov 2023

- **Sole On-site Lead:** Supported 1,000+ users across a primary headquarters and 5 satellite offices.
- **Automation:** Developed custom **PowerShell scripts** to automate hardware ID extraction and Active Directory password generation, reducing manual onboarding time.
- **Infrastructure:** Deployed and managed Microsoft Teams Rooms (MTR) hardware and software for executive conference suites.
- **Leadership:** Provided concierge "white-glove" support for C-suite executives and mentored junior team members.

Geosyntec Consultants | Columbia, MD

Desktop Support / Server Administrator | Nov 2019 – Sept 2021

- Managed file servers and Domain Controllers across 7 Mid-Atlantic regional offices.
- Maintained 100% support coverage for 80+ colleagues during the transition to fully remote work in 2020.

Becton Dickinson (via HCL) | Sparks, MD

Senior Desktop Support | Jan 2016 – June 2019

- Managed large-scale device lifecycles across five separate corporate campuses.
- Administered MDM platforms including **AirWatch and MobileIron** for a diverse mobile workforce.

Apple Inc. | Remote

Tier 2 iOS/Mac Plus Technical Advisor | Feb 2015 – Nov 2015

- **Fast-Track Promotion:** Promoted to a Tier 2 supervisory role within 3 months based on technical merit and rapport scores.
- Resolved high-level escalated technical issues for macOS and iOS using proprietary diagnostic tools.

EARLY CAREER HIGHLIGHTS

- **Continental Technologies (2014–2015):** Executed Windows XP to 7/8 migrations for Sheppard Pratt Health System (500+ machines).
- **Aegis Mobile (2008–2014):** Led pre-release testing for Verizon’s “Next Generation Messenger”; managed Android SDK deployments and technical documentation.

EDUCATION & TRAINING

Community College of Baltimore County (CCBC) Coursework in Computer Information Systems & Graphic Design