

Angelo Karagelidis

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Professional Summary

Technically skilled and adaptable professional with a background in IT management, systems administration, database development, mobile device repair, project coordination, and customer-facing roles. Strong communicator with hands-on experience in troubleshooting, user support, networking, software integration, and logistics. Seeking to contribute to teams working in QA, technical support, IT operations, or client implementation.

Professional Experience

Independent Contractor – Uber
Dedham, MA | March 2023 – Present

- Managed routes, schedules, and customer interactions across gig platforms.
- Maintained a 4.98-star customer rating with consistent on-time delivery.
- Adapted to changing conditions with strong problem-solving and app-based logistics.

IT Manager – Cleary Consultants
Boston, MA | 2006 – 2010 (approx.)

- Implemented the company's first centralized IT infrastructure by deploying and managing a Microsoft Server environment for ~30 computers, introducing Active Directory, Group Policy, and centralized security.
- Designed and built an internal recruiting database with a front-end GUI using Microsoft Access and SQL Server, storing full résumés and candidate data in a keyword-searchable format.
- Installed and administered Microsoft SQL Server and supported database integrity, access, and reporting.
- Integrated the PBX phone system to track recruiter call volume and generate productivity reports.
- Maintained user desktops, network equipment, and server infrastructure.
- Provided direct tech support to staff and trained team members on new systems.
- Oversaw vendor coordination and equipment upgrades to keep systems reliable.

Site Manager – Valiant Group, LLC
Greater Boston Area | Jan 2018 – May 2023

- Supervised residential and light commercial construction projects.
- Conducted customer service, installations, planning, and contractor coordination.
- Hands-on with framing, demolition, foundations, and finish carpentry.

Supervisor – Allstate Painting
Greater Boston Area | Jan 2014 – Dec 2017

- Managed multiple crews and job sites for interior and exterior painting projects.
- Trained new team members and coordinated scheduling with clients.
- Prioritized safety, quality control, and customer satisfaction.

Education

Tufts University – Medford, MA
Bachelor's Degree in Mechanical Engineering and Pre-Med w/ 3.9 GPA | 1990 – 1993

Tufts University School of Medicine – Medford, MA
Graduate coursework in Medicine | 1994 – 1995

Certifications and Licenses

- Driver's License (Active)
- OSHA 10 & OSHA 30
- Home Improvement Contractor (HIC - 208318)
- Construction Supervisor License (CSL - 118184)

Skills

- I Active Directory, Group Policy, SQL Server, Microsoft Access, Microsoft Office, Windows 10/11, Imaging, PBX systems
- Networking: DNS, TCP/IP, VPN, LAN/WAN troubleshooting
- Technical Support: Hardware/software troubleshooting, database management, scripting basics
- Other: Bilingual (Greek), Communication & Team Collaboration, QA Thinking, Route Optimization
- Construction: Project Supervision, Documentation, Time Management