

Gediminas Strelčiūnas

Engineering Manager · Oxylabs

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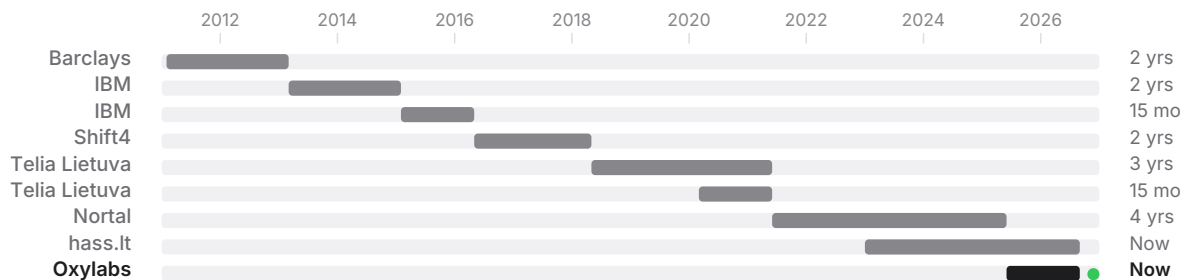
Vilnius, Lithuania

Lithuanian (native), English (C1)

I build self-managed teams and make delivery predictable — currently 33 people across 4 teams. I focus on scaling agile processes and creating a workplace culture people want to stay in.

EXPERIENCE

Roles drawn to scale, 2011 to today



06/2025 — Now

Oxylabs ●

Engineering Manager

- Lead engineering operations for the Dashboard product team — **33 people across 4 teams**.
- Expanded the team by **40%** in six months.
- Restructured the org: introduced Squad Lead and Staff Engineering roles, and a level-up process.
- Unified expectations and metrics across teams, and created an initiative ownership model that distributes tech-lead load.
- Unified the QA process and introduced high-level estimation for better planning accuracy.
- Shifted the culture to predictable delivery, with positive survey results inside six months.

2023 — Now

hass.It

Side business

Founder

MB Hassas · Smart homes

- Founded a smart-home company that designs and installs home automation for apartments and houses, built on open-source technology.
- One system for lighting, blinds, heating and ventilation, solar and home batteries, and multimedia — run by switches, an app, voice or automations.
- Projects in homes across Vilnius and Panevėžys, plus a demo apartment in Vilnius.

06/2021 — 06/2025

Nortal

Delivery Manager

- Hired developers and formed new teams for software delivery projects.
- Built and shaped scaled agile delivery processes.
- Owned delivery success across projects, including P&L on selected accounts.
- Built commercial offers for sales proposals and negotiations.

03/2020 — 06/2021

Telia Lietuva

Agile Scrum Master

Integrations & Middleware

- The team built and maintained integrations across internal and external systems, plus middleware.
- Ran quarterly increments split into six sprints.

05/2018 — 06/2021

Telia Lietuva

IT Service Manager

DevOps & Software Support

- Built a support organization from scratch for the Telia order management system as it entered operations.
- The team reduced developer load through testing, monitoring, master-data fixes, migrations and small dev tasks.
- Appointed Service Owner for this and several legacy systems — change management, availability, audits, infrastructure upgrades.

- Manager to a team of 8.

05/2016 — 05/2018
Shift4

Technical Team Lead

POS IT Support

- Led a team of **17**: ten second-line and four third-line support specialists, and three developers.
- Ran end-to-end support operations during shift, and set up an on-site test lab for bug reproduction.
- Identified and proposed multiple UX improvements.
- Moved development activity to Lithuania, reducing cost and improving service availability.

02/2015 — 05/2016
IBM

Team Lead

Payment Systems

- Led a team of **6** — recruiting, performance reviews and reporting to senior management.
- Made the team the clients' first point of contact, taking that role over from Customer Service Managers.
- Led the migration of the organisation's incident management tool.
- Cut onboarding time for new team members **in half** without losing quality.

03/2013 — 02/2015
IBM

IT Consultant

Payment Systems

- 24/7/365 support for a payment gateway processing payments in **240+ countries** and **120+ currencies**, including a major card network's mobile payments.
- Drove the highest-priority incidents to resolution: root cause from logs, coordination across global support, development and vendors, then the RCA.
- Wrote the day-to-day and major-incident procedures for a newly formed team.

02/2011 — 03/2013
Barclays

Remote Desktop Support Engineer

IT Service Desk

- Promoted from first-line to second-line service desk, then to remote desktop support engineer, in two years.
- Supported the bank's internal estate — Windows, Office, Citrix, Exchange, Active Directory, encryption and VPN.
- Managed the service desk knowledge base and set up support models for newly deployed systems.

SELECTED WORK

PUBLIC SECTOR · MEA

National tax system rollout

Delivered a new national tax system with 60 developers across 3 locations.

BANKING

M&A platform consulting

Led a consulting engagement on how to merge two banking platforms after an acquisition.

CYBERSECURITY

Post-acquisition integration

Integrated an acquired company's product teams and DevOps processes into Nortal.

BANKING

Platform merge delivery

Project and delivery management for the team that merged two banking platforms.

HEALTH

Distributed delivery team

Set up a delivery team and its processes across 3 locations for a health-sector customer.

INTERNAL R&D

Bench R&D pipeline

Process, backlog, monitoring and forecasting for Nortal Lithuania employees between projects.

STRENGTHS

Self-managed teams · Comfortable in uncertainty · Scaled agile · Hiring & team formation · Delivery & P&L · DevOps / SRE thinking · Service ownership · Technical

CREDENTIALS

PMP (2022) · Agile Product Owner (2020) · Agile Scrum Master (2019) · ITIL v3 Foundation (2015) · BSc Construction Engineering (2013)