

CHICAGO SITE LEAD MEETING

A discussion on the current state of the Chicago site

WHERE WE'VE BEEN

- Prior to having Michael Walsh as a lead we had systems in place that promoted teamwork and making sure the end user was taken care of efficiently by all members of the Chicago team.
- This promoted communication not only through Slack and Teams, but through our Smartsheet that we used, “The Office Needs Sheet”
- Issues such as duplicate laptops, unbalanced ticket assignment, and missed start dates were things that rarely happened in our workflow

WHERE WE ARE CURRENTLY

- In our current situation with Michael Walsh we have all but abandoned the tools and processes that worked, due to lack of cooperation to learn them, and properly use the tools in place.
- This has led to miscommunications between users and each other that have resulted in duplicate shipments, and unbalanced ticket assignment.
- Site hygiene has been a pain point that has not only taken time away from company initiatives, but has also made an uncomfortable, and unmanageable work environment.

SITE HYGIENE

- July 28th: Jessica was to return to the office and received a message from Michael Walsh asking her to clean up when she arrives. This was the current state of the office when she arrived the next day:

This was the room after Jessica took a break from office work



- Jessica received assistance from our previous manager from Braintree, Jerome Knapp, who happened to be in the office at the time. The two of them cleaned and discovered empty boxes and garbage mixed with new assets.
- Unfortunately, two weeks later the room was back to the state it was previously found in.
- After receiving complaints and concerns by the office team and an executive assistance, I, Brian Starks, reached out to David Gomez to inform him that we were doing a large scale cleanup.

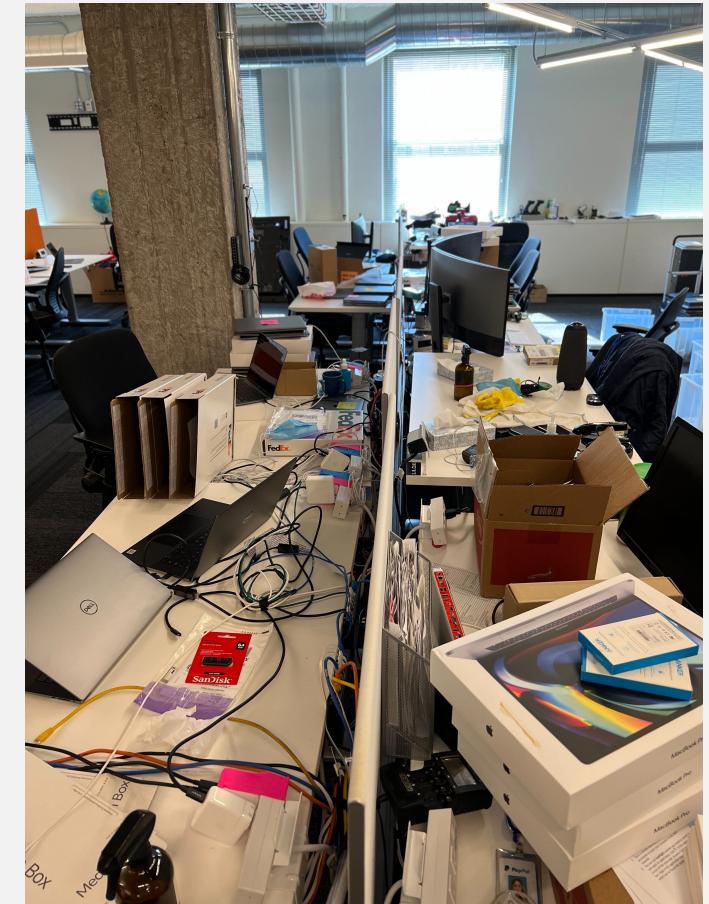
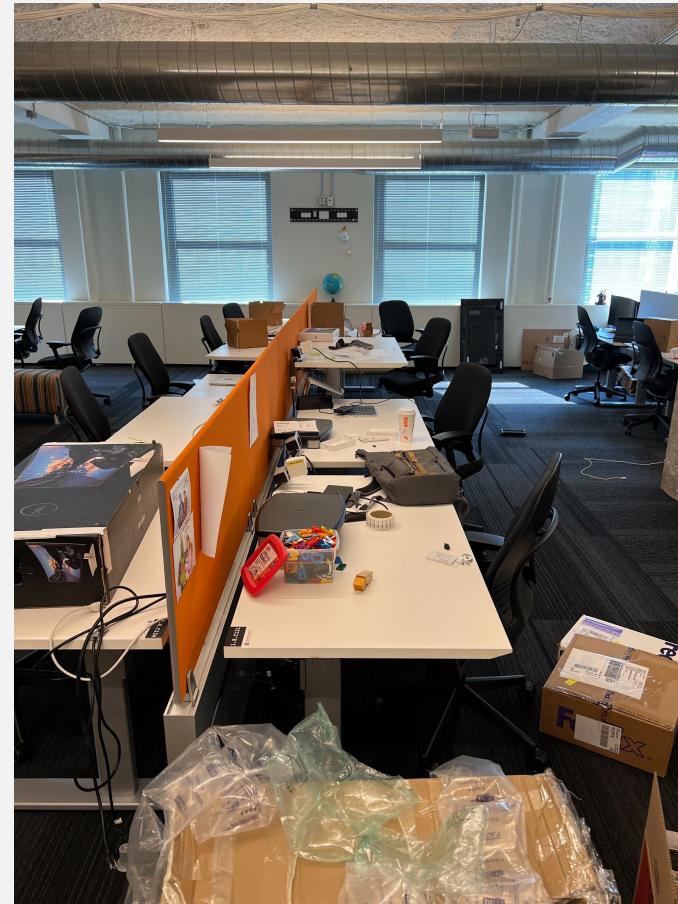
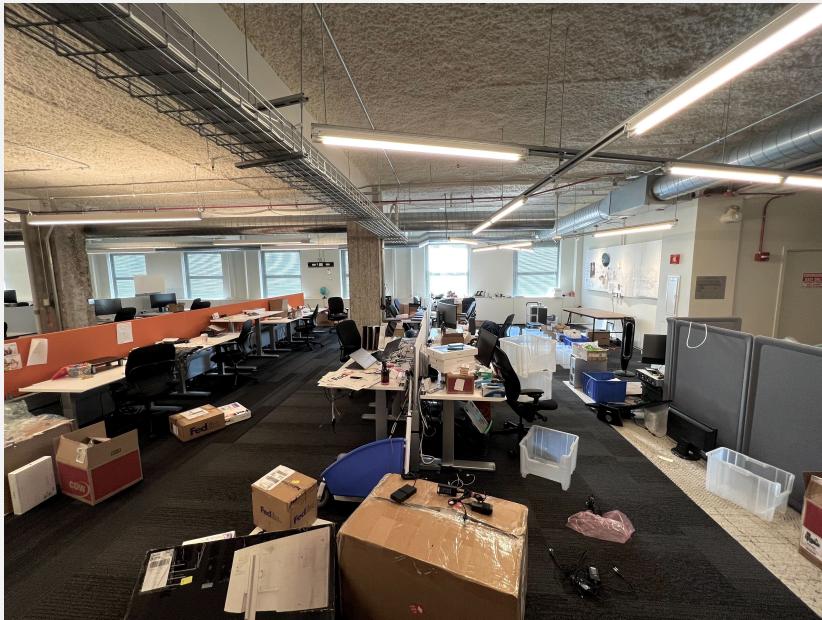
August 20th 2021 myself and Jessica completed the cleaning



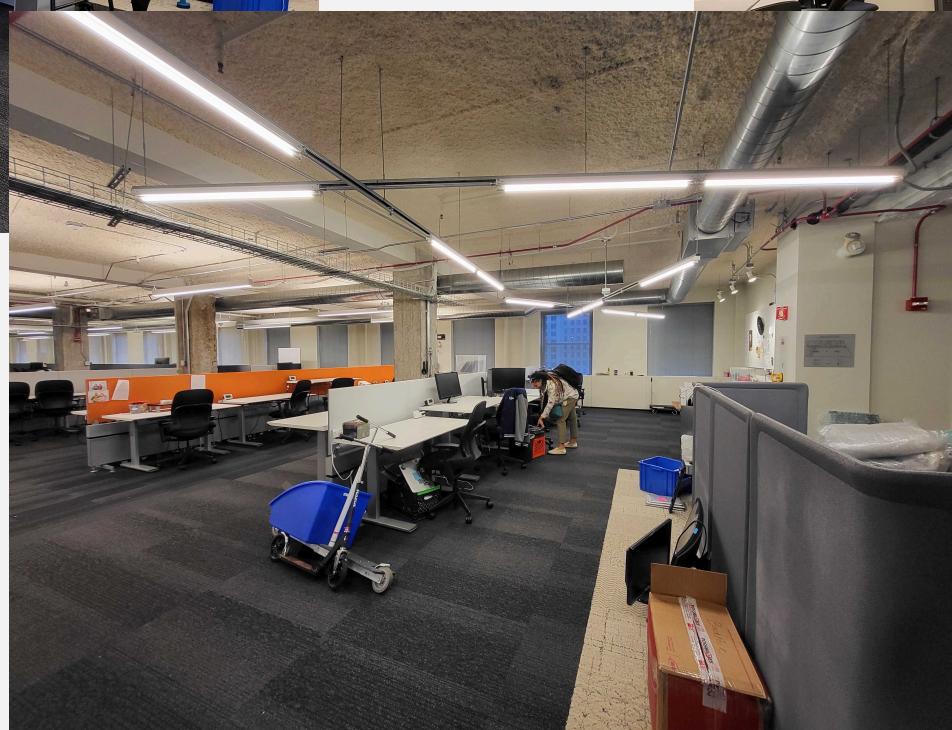
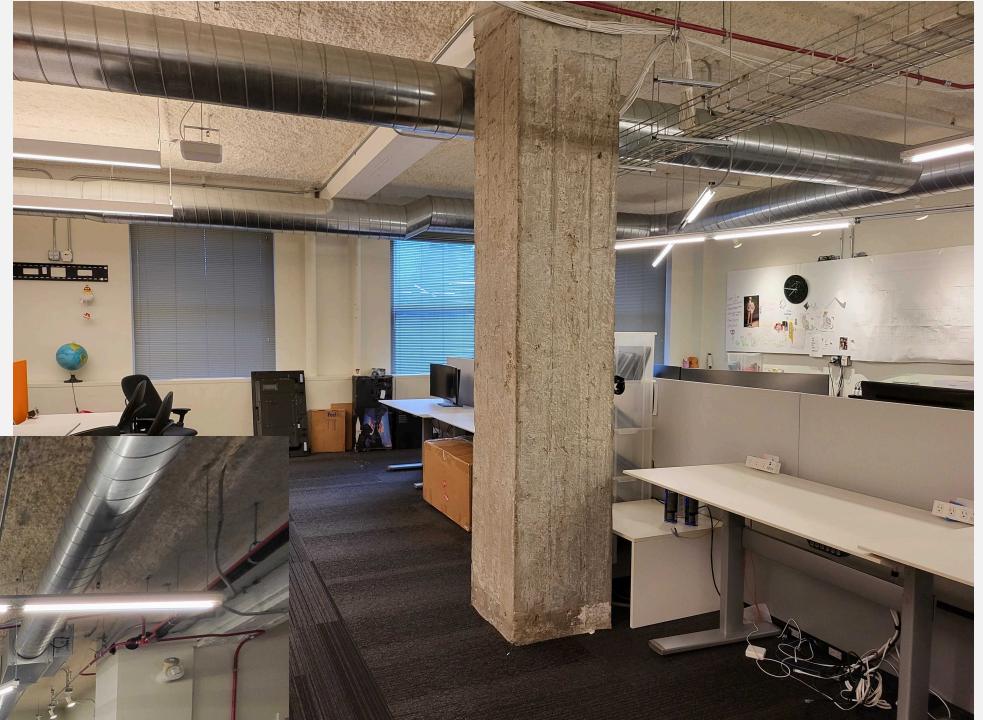
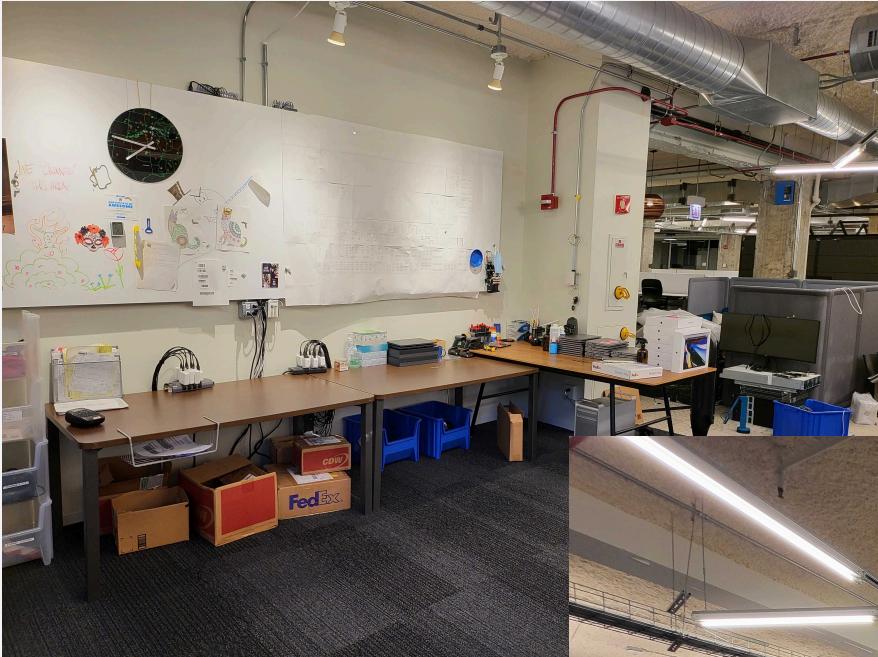
THE MOVE

- August 18th: We moved back to the old Braintree IT space with much opposition from Michael Walsh. Unfortunately, old patterns repeated, and this area also started becoming messy and spilled into the halls and neighboring desk.
- October 1st: Myself and Jessica cleaned the new space and organized it in a way to isolate a workspace to prevent future clutter. Michael declined to help with this task. This took the entire day, plus 3 hours of overtime to complete
- The following Monday Michael complained about us cleaning and we had to call a meeting where David explained to him the importance of site Hygiene after he stated that it wasn't important.

Before the Clean



After the Clean



The Response of our Cleanup

 Michael Walsh 9:29 AM
@David Starks what did you do with the imaging ports?

In the future if we're going to do big cleans like this I think it would be good if we went over what exactly was being done beforehand

? 1 

 Brian Starks 9:35 AM
I added an additional two tables for us to image and we have a total of 22 cables that drop behind the table along with power thats in front of the white board.

The cleaning of this area was mentioned and discussed in multiple team meetings and messages on this channel with tickets to account for our time.

It is imperative that we have a organized working space that doesn't bleed over into areas that aren't designated for us to work. This will centralize our wok area and make it easier to keep clean in the future.

 JD 9:37 AM
We would have went over it but everything that was done was pretty clear

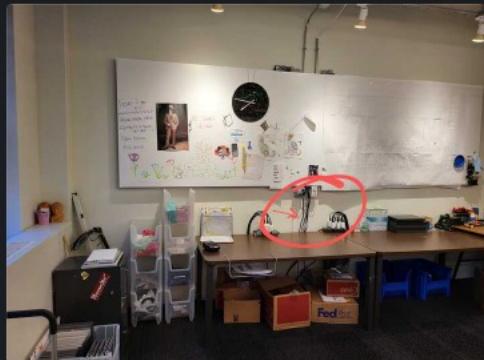
 Michael Walsh 9:40 AM
There are no ethernet ports or cables at those desks
there's just the one in the wall

 JD 9:41 AM
Y'all want to have a quick meeting to go over everything?

What desks are you referring to?

 Brian Starks 9:42 AM
Let's go for it. The ethernet cables are along the wall in the middle of the table coming from the top down.....black and white cables all uniform

20211001_175351~2.jpg ▾



 David Gomez 9:46 AM
@here can you please invite me to this meeting if you are in it now?

 Brian Starks 9:46 AM
@David Gomez I'll put one together now

 David Gomez 9:47 AM
thank you

IN CLOSING

- These are struggles that we are still facing to this day, along with new ones
- Opposition to company directives, and pushes to often go against them
- Does not assist in office duties such as returns and putting away orders
- Continues to take tickets that are quick fixes and moves harder ones to myself and Jessica
- Refuses to handle any incidents while onsite, stating he doesn't have time
- Will not speak to Jessica or acknowledge her, I witnessed this firsthand
- Michael has damaged the walls in the office by not following rules and regulations
- Michael has often stated how he would like a barrier between him and users, as he does not like the interaction and does not want to be bothered