Dan Garza

IT Operations Leader | Service Desk Manager | Technical Support Strategist
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PROFESSIONAL SUMMARY

Known for a charismatically contagious energy that inspires teams and fosters a culture of collaboration and smiles.

A results-driven IT leader with more than 10 years' experience mastering the intricacies of technical support and service desk management. Expertise spans Microsoft O365 administration, automation with PowerShell and Power Automate, and orchestrating complex cloud and hybrid infrastructure projects. Adept at leveraging analytics, ITIL methodologies, and Agile frameworks to elevate team capabilities and optimize service delivery. Recently earned an MBA, honing data driven decision making and collaborative leadership that fuel transformative IT solutions and measurable improvements.

PROFESSIONAL EXPERIENCE

Avantor • 10/2024 - 09/2025
Lead Administrator IT Ops Site Services
- Cultivated and mentored a 5-member IT operations team supporting 3 global sites and 500+ users, ensuring 99.9% uptime for mission-critical infrastructure

- Transformed IT onboarding by developing automated setup scripts and digital playbooks, achieving 100% Day-One readiness for all new hires

- Spearheaded Agile adoption and automated ticket triage workflows, reducing incident resolution time by 30% and increasing SLA compliance to 98%.

AeroVironment • 06/2023 – 09/2024
Service Desk Coordinator | IT Support Analyst
- Slashed ERP system ticket backlog by 40% through targeted analytics and workflow refinement
- Developed a custom service desk widget, enhancing real-time support and user experience for distributed teams
- Instituted Agile standup and Scrum cycles, driving continual process optimization and accelerating issue response rates.

Teladoc Health • 01/2020 – 03/2023
Technical Lead | Knowledge Management | IT Documentation
- Elevated help desk efficiency by 25% through data analysis, process reengineering, and real-time escalation protocols, improving response times and customer satisfaction
- Rebranded the Service Desk as IT Business Partner, launching initiatives that aligned technical support with enterprise goals and strengthened collaboration between IT and business units
- Spearheaded the design and rollout of the company's first global Service Desk knowledge base, now serving 4,000+ users and driving consistent, high-quality support
- Advocated and co-developed a dedicated knowledge management role, enabling the documentation and maintenance of 200+ run books and fostering a culture of shared expertise across IT teams
- Ensured the knowledge base has become the "source of truth" for all Service Desk and IT operations, boosting cross-team efficiency and maintaining process accuracy enterprise-wide

Securitas Security Services
Service Desk Analyst •12/2018 – 12/2019
- ● Delivered deep-dive desktop and network troubleshooting across a multi-region client base, prioritizing rapid problem resolution and user satisfaction

Paysafe
Technical Support • 01/2018 – 12/2018
- ● Delivered precise troubleshooting, documentation, and technical escalation for SaaS platforms and payment technologies

VPI Voice Print International, Inc. • 01/2015 – 12/2018
Product Trainer
- ● Designed and delivered interactive software training, advancing customer proficiency and product engagement.

SKILLS
Platforms: M365 Global Admin, Azure, SharePoint
Automation: PowerShell, Power Automate
Methodologies: ITIL V4, Agile
Tools: Active Directory, Power BI, Jira, Confluence, ServiceNow, Ivanti, InTune, Jamf
Leadership: Escalation Management, Process Improvement, Data Analytics

EDUCATION
Masters of Business Administration • University of Phoenix • 01/2023 – 05/2024
Bachelors of Science in Information Technology • University of Phoenix • 01/2021 – 01/2023

CERTIFICATIONS
Foundations of Leadership Certificate 1 & 2 – National Society of Leadership and Success • 08/2023
Executive Presence on Video Calls – LinkedIn • 04/2022