Dan Garza
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PROFESSIONAL SUMMARY

Critical member of complex IT organization responsible for deploying, maintaining, and optimizing critical IT platforms and systems in a fast-paced manufacturing environment. Works cross-functionally with production experts, software engineers, and machining specialists to develop novel solutions for fully automated factories.**CORE COMPETENCIES**

• Business platform administration (Google, Microsoft 365, Atlassian)	Business platform administration (Google, Microsoft 365, Atlassian)
• Cloud and Software-as-a-Service providers	• Cloud and Software-as-a-Service providers
• Multi-OS endpoint support (Windows 10/11, Mac OS, Linux, iOS, Android)	• Multi-OS endpoint support (Windows 10/11, Mac OS, Linux, iOS, Android)
• Microsoft Active Directory and Entra ID administration	• Microsoft Active Directory and Entra ID administration
• Technical documentation creation	• Technical documentation creation
• Written and verbal communication	• Written and verbal communication

PROFESSIONAL EXPERIENCE

Lead Administrator, IT Ops Site Services
Avantor | Oct 2024 - Sep 2025
- Provisioned 80 laptops, collected 30 devices for onboarding/offboarding and upgrade cycles
- Automated onboarding workflows with PowerShell, achieving 100% Day-One readiness
- Ran point for Service Desk in CMMC 2.0 compliance, revising SOPs/runbooks with ISO/CISO
- Partnered with HR, Finance, and Security to align operations with compliance standards● Partnered with HR, Finance, and Security to align operations with compliance standards

Service Desk Coordinator | IT Support Analyst
AeroVironment | Jun 2023 - Sep 2024
- Supported 2,000 employees across dispersed U.S. sites; provisioned 2–3 laptops weekly
- Coordinated remote onboarding calls for new hires, ensuring Day-One readiness
- Authored SOPs for USB security and password communication during CMMC 2.0 → 3.0 transition
- Reduced ERP ticket backlog by 40% through workflow refinement

Technical Lead | Knowledge Management
Teladoc Health | Jan 2020 - Mar 2023
- Designed Jira Service Desk with Slack automation integrations
- Supported FedRAMP compliance program cradle-to-grave, including documentation/evidence collection
- Administered Okta, Slack, LastPass, Microsoft MFA, and Microsoft 365 platforms
- Authored 200+ runbooks and built Confluence knowledge base serving 4,000+ users

EDUCATION

Master of Business Administration
University of Phoenix | January 2023 - May 2024
Bachelor of Science in Information Technology
University of Phoenix | January 2021 - January 2023

CERTIFICATIONS

- ● Foundations of Leadership Certificate 1 & 2 – National Society of Leadership and Success • August 2023
- ● Executive Presence on Video Calls – LinkedIn • April 2022