

Dan Garza

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PROFESSIONAL SUMMARY

Versatile IT operations professional with 10+ years of experience in Microsoft 365 administration, technical documentation, and process automation. Skilled in Exchange Admin, OneDrive Admin, Teams, and SharePoint governance. Experienced in Jira administration (dashboards, Kanban boards, workflow schemes), Confluence knowledge base management, and automation with PowerShell and Power Automate. Adept at Slack and LastPass administration, Okta identity management, and Microsoft MFA security enforcement. Proven ability to translate complex systems into clear documentation and training resources that drive adoption and efficiency. Seeking a remote, mid-level individual contributor role focused on platform stewardship, documentation ownership, and process improvement.

CORE COMPETENCIES

- Microsoft 365 Administration (Teams, SharePoint, Exchange Admin, OneDrive Admin)
- Jira Administration (Dashboards, Kanban Boards, Workflow Schemes)
- Confluence Knowledge Base Management
- PowerShell & Power Automate Workflow Automation
- SharePoint Site Design & Governance
- Slack Administration & Enablement
- LastPass Administration & Credential Governance
- Okta Administration & Identity Management
- Microsoft MFA Administration & Security Policy Enforcement
- ITIL V4 & Agile Methodologies
- Active Directory, Jira Service Desk, ServiceNow, Ivanti, ManageEngine, Zendesk
- Ticket Workflow Optimization & Escalation Management
- Technical Documentation & Internal Communications
- End-User Training & Enablement

PROFESSIONAL EXPERIENCE

Avantor · 10/2024 – 09/2025

Lead Administrator, IT Ops, Site Services

- Led IT operations across 3 global sites supporting 500+ users; ensured 99.9% uptime
- Automated onboarding with PowerShell scripts and digital playbooks, achieving 100% Day-One readiness
- Introduced Agile workflows and automated triage, reducing resolution time by 30%
- Administered Microsoft 365 (Exchange, OneDrive, Teams, SharePoint) and Jira (dashboards, Kanban boards, workflows)
- Authored Confluence pages to support repeatable processes and cross-team enablement
- Collaborated with Legal and Compliance teams to align IT practices with FedRAMP and CMMC 2.0 standards in GCC environments
- Managed asset inventory, hardware refresh cycles, and remote logistics for distributed teams

AeroVironment · 06/2023 – 09/2024

Service Desk Coordinator | IT Support Analyst

- Reduced ERP ticket backlog by 40% through analytics and workflow refinement
 - Leveraged Microsoft Power Platform (Power Automate, Forms, and Power BI) to transform onboarding survey data into executive-ready CSAT visualizations
- Designed custom service desk widget for enhanced visibility across Jira Service Desk and Zendesk
- Facilitated Agile standups and sprint cycles to improve team responsiveness

- Authored Confluence documentation and standardized support procedures
- Supported Microsoft 365 integrations and user enablement initiatives
- Supported Jira Service Management queues, triaging incidents by severity, impact, and VIP status with a strong focus on SLAs and user satisfaction

Teladoc Health · 01/2020 – 03/2023

Technical Lead | Knowledge Management | IT Documentation

- Improved help desk efficiency by 25% via process reengineering and escalation protocols
- Rebranded Service Desk as IT Business Partner, aligning support with enterprise goals
- Designed and launched global Confluence knowledge base serving 4,000+ users
- Created and scaled a 200+ runbook knowledge base in Confluence, reducing ticket volume and improving onboarding
- Administered Slack, LastPass, Okta, and Microsoft MFA platforms to support secure collaboration and identity management
- Delivered training on Microsoft 365 tools, including Teams and SharePoint
- Administered Okta and Microsoft 365 to manage user access, SSO, MFA, and license provisioning across global teams
- Supported Jira Service Management queues, triaging incidents by severity, impact, and VIP status with a strong focus on SLAs and user satisfaction

Securitas Security Services · 12/2018 – 12/2019

Service Desk Analyst

- Delivered desktop and network troubleshooting across multi-region client base
- Authored internal support documentation and contributed to AD and M365 workflows

Paysafe · 01/2018 – 12/2018

Technical Support

- Provided SaaS and payment tech support; documented recurring issues and guides
- Supported Microsoft 365 tools and integration troubleshooting

VPI Voice Print International, Inc. · 01/2015 – 12/2018

Product Trainer

- Delivered interactive software training and created user guides for onboarding
- Tailored training content for diverse user groups and business needs

EDUCATION

Master of Business Administration · University of Phoenix · 01/2023 – 05/2024

Bachelor 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
