Dan Garza

IT Operations Consultant | IAM | Compliance & Automation

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PROFESSIONAL SUMMARY

Proven ITGC remediation specialist with 10+ years of experience designing and implementing access, change, and IT operations controls across healthcare, manufacturing, and government environments. Represented the Service Desk in SOX and FedRAMP audits, ensuring zero findings through evidence collection and control validation. Skilled in AWS, Okta IAM, Google Workspace, Jira, NetSuite, and Workday, with expertise in automation, scripting, and CMDB development. Partnered with ISO, Security, and HR to author SOPs during CMMC 1.0 → 2.0 transitions, strengthening compliance posture and operational resilience.

CORE COMPETENCIES

- Identity & Access Management (IAM)
- Okta provisioning/de-provisioning
- role-based access
- periodic access reviews
- Change Management Controls
- Code deployment approvals
- SOX
- FedRamp
- High Trust
- SOC 2
- CMMC 1.0/2.0
- monitoring dashboards
- job scheduling validation
- Automation & Scripting
- PowerShell
- Power Automate
- workflow automation
- Cloud & Enterprise Systems
- AWS backend
- Google Workspace
- Microsoft 365
- Jira
- NetSuite
- Workday
- CMDB Development
- Testing documention
- Version Control tracking

PROFESSIONAL EXPERIENCE

AvantorOct 2024 – Sep 2025
Lead Administrator, IT Ops Site Services

- Partnered with ISO and Security to author SOPs/runbooks supporting CMMC 1.0 → 2.0 transition, aligning CMDB and ITGC controls.
- Designed and implemented change management controls including deployment approvals, testing documentation, and version tracking.
- Automated onboarding/offboarding workflows with PowerShell, achieving 100% Day-One readiness.
- Provisioned 80 laptops and managed upgrade cycles, ensuring secure GCC configurations.

AeroVironmentJun 2023 – Sep 2024
Service Desk Coordinator | IT Support Analyst

- Authored SOPs in conjunction with Security/Compliance teams during CMMC 1.0 → 2.0 transition, strengthening ITGC controls.
- Developed automated onboarding surveys and dashboards using Power Automate and Power BI, eliminating manual tracking.
- Reduced ERP ticket backlog by 40% through workflow refinement.
- Provisioned laptops weekly for remote employees, maintaining secure GCC compliance.

Teladoc HealthJan 2020 – Mar 2023
Technical Lead | Knowledge Management

- Represented Service Desk in SOX and FedRAMP audits, collaborating with auditors and compliance teams to ensure zero findings.
- Administered Okta IAM, Slack, LastPass, Microsoft MFA, and Microsoft 365 platforms.
- Designed Jira Service Desk with Slack automation, cutting manual workload by 25%.
- Authored 200+ runbooks and built Confluence knowledge base serving 4,000+ users.

Securitas, Paysafe, VPI2015 – 2019
Earlier Roles

- Delivered frontline IT support and authored SOPs to standardize processes across multiple sites.
- Reduced repeat incidents by 20% through documentation and workflow improvements.
- Conducted training sessions for groups of 10–50 employees, improving adoption and engagement.

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