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Dear SmarterDx Hiring Team,

I'm excited to apply for the Manager of Customer Support role at SmarterDx. With over a decade of experience leading technical support functions—including in healthcare and SaaS environments—I bring a servant leadership mindset, deep triage expertise, and a passion for optimizing customer experience through smart tooling and cross-functional collaboration.

At Teladoc Health, I led knowledge management and documentation initiatives that supported over 4,000 users, rebranded the Service Desk to align with enterprise goals, and built a global support knowledge base from the ground up. At Avantor, I managed a 5-member IT operations team across three global sites, introduced Agile workflows, and automated ticket triage to boost SLA compliance to 98%.

I've created KPIs, coached support analysts, and presented performance metrics to executive teams. My toolkit includes Zendesk, Jira, Confluence, and Power BI—plus a strong bias toward automation using PowerShell and Power Automate. I thrive in fast-paced, remote-first environments and have led support functions through organizational change and platform expansion.

SmarterDx's mission to streamline clinical documentation and delight customers resonates deeply with me. I'd welcome the opportunity to bring my energy, empathy, and operational rigor to your team.

Thank you for considering my application. I look forward to the possibility of connecting.

Warm regards,

Dan Garza