

# Dan Garza

## IT Support Specialist

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## PROFESSIONAL SUMMARY

IT Support Specialist with 10+ years of experience delivering Tier 1-3 technical support, system administration, and asset management across fast-paced startups and regulated enterprise environments. Expert in bridging the gap between complex compliance frameworks (SOC 2, FedRAMP) and hands-on daily operations (Help Desk, Onboarding). Proven ability to manage Google Workspace, Slack, and Windows/macOS ecosystems while codifying ad-hoc processes into scalable documentation.

## CORE COMPETENCIES

Tier 1-3 Help Desk	• Root Cause Analysis
• Hardware/Software Troubleshooting	• Remote Support
• Preventive Maintenance	• Google Workspace (G-Suite)
• Slack Admin	• Microsoft 365
• Okta	• Jamf
• Intune MDM	• Active Directory
• Onboarding/Offboarding Automation	• Asset Lifecycle Management
• SOP Creation	• System Audits
• CMMC	• SOC 2
• FedRAMP	• MFA Implementation
• User Access Management	

## PROFESSIONAL EXPERIENCE

### AVANTOR Oct 2024 – Sep 2025

Lead Administrator, IT Ops Site Services

- Served as the primary point of contact for IT operations, providing Tier 1-3 support and resolving hardware, software, and network connectivity issues for site users.
- Managed the full lifecycle of company assets; provisioned 80+ laptops and managed collection for 30+ devices, ensuring seamless onboarding and offboarding experiences.
- Automated recurring onboarding workflows using PowerShell, achieving 100% "Day-One" readiness for new hires and reducing manual setup time.
- Partnered with HR and Security to codify IT processes, revising SOPs and runbooks to align daily Service Desk operations with CMMC 2.0 compliance standards.
- Conducted regular system audits and preventive maintenance to ensure fleet health across hybrid Windows/macOS environments.

### AEROVIRONMENT Jun 2023 – Sep 2024

Service Desk Coordinator | IT Support Analyst

- Supported a user base of 2,000+ employees across dispersed U.S. sites, serving as the first point of contact for technical assistance and ticket resolution.

- Coordinated and executed remote onboarding for new hires, provisioning 2–3 laptops weekly and conducting new user training to ensure smooth technology adoption.
- Standardized ad-hoc support processes by authoring SOPs for USB security and password management during a critical CMMC transition.
- Reduced ERP ticket backlog by 40% through workflow refinement and root cause analysis of recurring system issues.

#### **UPMORTEM** Mar 2023 – Jun 2023

IT Support Administrator (Startup Environment)

- Established IT operations for a high-growth startup, managing all incoming hardware/software requests and serving as the sole point of contact for user support.
- Administered the company's SaaS stack, including full management of Google Workspace (G-Suite) and Slack, ensuring proper access controls and channel organization.
- Streamlined the asset management process by purchasing laptops and configuring them with custom images to meet specific business needs.
- Developed and documented the employee onboarding/offboarding checklist, ensuring secure access provisioning and timely equipment retrieval.

#### **TELADOC HEALTH** Jan 2020 – Mar 2023

Technical Lead | Knowledge Management

- Designed and optimized Jira Service Desk workflows with Slack automation integrations to improve ticket response times for internal users.
- Supported the FedRAMP compliance program "cradle-to-grave," assisting with evidence collection and documenting secure IT processes.
- Administered identity and access management systems including Okta, LastPass, and Microsoft MFA for a secure, distributed workforce.
- Authored 200+ technical runbooks and built a Confluence knowledge base, enabling self-service solutions for 4,000+ users.

### **EDUCATION**

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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**

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- Foundations of Leadership Certificate 1 & 2 – National Society of Leadership and Success • August 2023