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Dear Metronome Hiring Team,

I'm excited to apply for the Technical Support Manager role at Metronome. With over a decade of experience leading technical support teams and collaborating across Product, Engineering, and GTM, I bring a unique blend of operational leadership and hands-on technical depth that aligns perfectly with your mission to scale support as a strategic function.

At Avantor, I led a global IT operations team, introduced automated triage workflows, and improved SLA compliance to 98%. At Teladoc Health, I built a global knowledge base serving 4,000+ users, rebranded the Service Desk to align with enterprise goals, and partnered with Engineering to resolve complex escalations. I've defined SLAs, built dashboards in Power BI, and coached analysts through career growth and performance metrics.

I'm comfortable diving into logs, debugging SaaS issues, and translating findings into clear, actionable insights for both engineers and customers. My toolkit includes Jira, Confluence, Zendesk, and scripting with PowerShell. I thrive in fast-paced environments where support is not just reactive, but a proactive partner in product improvement and customer satisfaction.

Metronome's focus on data-driven collaboration and global scale resonates deeply with me. I'd love to bring my experience and energy to your team and help shape the systems and culture that define world-class technical support.

Thank you for considering my application. I look forward to the opportunity to connect.

Warm regards,
Dan Garza