Dan Garza
IT Operations & Enablement Specialist
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Professional Summary

Resourceful IT operations professional with 8+ years of experience supporting enterprise environments and driving platform excellence. Proven track record in Microsoft 365, Okta, Atlassian, and Slack administration. Deep expertise in documentation, process improvement, and technical enablement. Passionate about delivering seamless user experiences through proactive support, automation, and knowledge management. Seeking remote, mid-level roles focused on platform stewardship and internal tooling.

Core Competencies

- macOS & Windows Administration; Jamf;Intune; NinjaOne
- Okta Identity Management; MFA; SSO; SaaS Lifecycle
- Microsoft 365 (Teams, SharePoint, Exchange, OneDrive)
- Atlassian Suite (Jira Admin, Confluence Expert, Bitbucket)
- Slack Administration; Google Workspace; Endpoint Security
- Technical Documentation; Runbook Creation; Knowledge Base Management
- Ticketing Systems; Jira Service Management; Asset Lifecycle
- Process Automation; Prompt Engineering; Python (beginner)
- Emotional Intelligence; Cross-Team Collaboration; Time Management

Professional Experience

Avantor • 10/2024 - 09/2025
Lead Administrator, IT Ops Site Services
- Cultivated and mentored a 5-member IT operations team supporting 3 global sites, 500+ users, ensuring 99.9% uptime for mission-critical infrastructure
- Transformed IT onboarding by developing automated setup scripts and digital playbooks. Achieved 100% Day-One readiness for all new hires
Spearheaded Agile adoption and automated ticket triage workflows, reducing incident resolution time by 30% and increasing SLA compliance to 98%.

AeroVironment • 06/2023 – 09/2024
Service Desk Coordinator | IT Support Analyst
- Slashed ERP system ticket backlog by 40% through targeted analytics and workflow refinement.
- Developed a custom service desk widget, enhancing real-time support and user experience for distributed teams
- Instituted Agile standups and Scrum cycles, boosting team coordination and speeding up resolution

Teladoc Health • 01/2022– 01/2024
Technical Lead, Writer II
- Spearheaded the creation of the IT department's internal knowledge base using Confluence, authoring 200+ runbooks and SOPs
- Self-taught Atlassian tools by leveraging experimentation and LinkedIn Learning, scaling documentation from 0 to department-wide adoption
- Managed onboarding/offboarding workflows, asset tracking, and SaaS administration across Okta, Slack, and Microsoft 365
- Promoted for impact and leadership in documentation and enablement

Securitas Security Services • 01/2018 – 12/2018
IT Operations Analyst
- Administered Okta and Slack for a hybrid workforce
- Led endpoint compliance initiatives using Jamf and Intune
  Streamlined ticket triage and resolution using Jira Service Management
- Created visual progress tracking tools and automated reporting dashboards

Early Career Highlights

VPI and Paysafe • 01/2015 – 12/2018
Technical Support & Training
- Delivered technical support and training for SaaS platforms and payment technologies, advancing customer proficiency and product engagement

Education
- MBA Business & Information Systems
- BS Information Technology

Certifications & Tools
- LinkedIn Learning: Confluence, Jira, Slack Admin
- Prompt Engineering (in progress)
- Python Scripting (in progress)