

Richard Garza

Mount Juliet TN, 37122 

(210)364-9151 

richardgarza@gmail.com 

www.linkedin.com/in/richardgarza 

Technical leader with over 20 years of technical on-hands experience in the industry. Extremely motivated and organized individual with first-hand experience in supporting and enabling enterprise business critical data systems.

Skills

Network & Systems Administration • Hadoop • Kafka • Agile Methodology • Data Steaming Technologies • IAM Active Directory • SRE • Technical Product Ownership • SCRUM Master • Data Analytics • RHEL • Azure • GCP • AWS • VMware • Cisco IOS • Cloudera • Jira • Prometheus • Grafana • ServiceNow • Dynatrace • Splunk • Streamsets • Confluence • System Debugging • Windows/Office365 • Technical Management • Leadership

Experience

MAY 2023 – PRESENT

IT Manager/ HCA, Nashville, TN

Leads a team of senior engineers in support of event platforms for the enterprise. Fosters a positive work environment, promotes collaboration, and encourages ongoing learning and professional development among team members. Involved in strategic planning to align company goals within teams initiatives. Performs budgeting and resource allocation in ensuring optimal utilization of resources. Oversees the maintenance, security and performance of event platforms for the enterprise. Works as project manager delivering on key performance indicators working in an agile workflow. Works with security team to develop and implement security policies conduct risk assessments, and establish disaster recovery plans to minimize the impact of potential threats and vulnerabilities. Works closely with external vendors and service providers to procure hardware, software, and other IT services. Adheres to industry regulations and ensures that the organization's IT practices comply with applicable laws, regulations, and industry standards.

MARCH 2020 – MAY 2023

Consulting Big Data Platform Engineer/ HCA, Nashville, TN

Managed over 300 physical servers (HPE and Cisco UCS) supporting big data enterprise environments running Cloudera stack (Hadoop, Kafka). Worked closely with devops team to ensure platform reliability and ETL performance. Managed data pipelines to allow for continuous data processing for multiple enterprise teams. Coordinated change management events for platform maintenance supporting over 1000 users across the enterprise. Administrator over RHEL systems as well as user provisioning and permissions. Managed support queue for user issue resolution via Jira and ServiceNow. Coordinated efforts for on-prem Hadoop to cloud (GCP) migrations with vendor engagements. Acted as SCRUM master coordinating agile ceremonies with product teams to insure delivery on OKR's. Worked in ADO and GitHub boards across multiple project efforts. Led backlog grooming efforts to align with senior leadership vision and goals.

MARCH 2017 – MARCH 2020

Consulting Systems Engineer/ HCA, Nashville, TN

Lead system engineer for HCA Enterprise Data Centers across the United States. Designed and built data center systems to support HCA critical healthcare systems supporting 500+ hospitals and 1000+ physical server systems. Worked closely with electrical and environmental engineers to setup internal system monitoring and maintenance programs to allow for 100% uptime. Worked closely with engineering staff to debug server, SAN, and network devices using onboard diagnostic systems as well as Fluke analysers. Built and supported on-prem Hadoop and Kafka systems supporting enterprise product teams.

APRIL 2014 – MARCH 2017

Technical Manager/ HCA, Orlando, FL

Managed technical staff in the central Florida region in support of 4 major facilities and 21 family practice and physician service groups. Worked closely with leadership to enable and advance technical support functions for all doctors and clinicians in the central Florida region.

NOVEMBER 2010 – APRIL 2014

Senior Systems Engineer/ HCA, Orlando, FL

Maintained remote regional healthcare data center by setting and adhering to industry standards and qualifications. Systems supported are HP ProLiant and Blade systems, Dell PowerEdge systems, IBM I series systems, Cisco Nexus and Catalyst systems, EMC storage systems, and IBM storage systems.

JANUARY 2005 – OCTOBER 2010

Systems Engineer/ HCA, San Antonio, TX

Monitored and maintained a mission critical healthcare data center. In this environment my key role was to monitor all systems and environmental within the data center for optimum production value. I reported on any faults or issues that would be found to repair or replace. I worked closely with data center management and engineering and gained invaluable knowledge in data center practices through my experience.

Education

Computer Science – Western Governors University

Network Engineering – University of Phoenix

Brackenridge H.S San Antonio Tx – Graduated 2001

Microsoft Azure Fundamentals – Credential ID H248-8195

VMware Certified Associate – Data Center Virtualization – Credential ID VMW-01141004M-00457903

CompTIA Project+ – Credential ID COMP001005892252

CIW Web Design Specialist – Credential ID 501172

CIW Web Foundations Associate – Credential ID 501172

HP Accredited Platform Specialist – HP Certified Professional

CompTIA Server+ – Credential ID COMP001005892252

CompTIA A+ – Credential ID COMP001005892252

Activities

Writing • Family Time • Music • Baseball • Fishing • Travel