

ANTHONY GARZA

Poteet, Texas, 78065
210.845.4303

4n7hcnyg@gmail.com
[LinkedIn Profile](#)

POWER PLATFORM DEVELOPER

Dynamic and multifaceted Power Platform Developer with extensive experience in various technical and strategic roles at USAA. Exceptional in not only developing solutions using Power Platform but also excelling as a Project Manager, Solutions Architect, Automation SME, Program Owner, QA/QC Expert, Change Manager, and Scrum Master. Skilled in establishing and leading Power Platform and SharePoint support services, including developing operational processes, standards, and best practices. Proficient in communicating complex technical concepts to diverse audiences, enhancing collaboration and knowledge transfer.

KEY SKILLS

Power Platform Development | SharePoint Administration and Strategy | Multi-Role Expertise: Project Management, Solutions Architecture, Automation, QA/QC, Change Management | Operational Process & Best Practices Development | Technical Communication & Knowledge Management | Software Development Life Cycle (SDLC) | Technical Proficiencies: C#, ASP.NET, SQL, JavaScript, jQuery, ReactJS, Node.JS, HTML5, CSS3, Angular JS | Strategic Planning & Team Leadership

PROFESSIONAL EXPERIENCE

UNITED SERVICES AUTOMOBILE ASSOCIATION (USAA), San Antonio, TX February 2007 - October 2023

USAA is a leading financial services provider catering to active and retired military personnel and their families, offering a wide range of insurance, banking, investment, and retirement products. It serves over 13 million members, delivering comprehensive financial solutions with a strong focus on customer care.

Enterprise Risk & Compliance organization, Chief of Staff Team

Business Support Analyst Lead, August 2022 - October 2023

- Power Platform Expertise: Developed custom Power Apps and Power Automate flows, reducing manual work by 250+ man-hours in the past year.
- SharePoint Management: Oversaw 80+ SharePoint site collections, resulting in a 25% increase in operational efficiency and 15% cost savings.
- AI Integration: Developed machine learning algorithms to automate SharePoint documentations, achieving a 95% accuracy rate.
- Workflow Optimization: Collaborated with diverse teams to improve workflows by 10% through tailored technology solutions and automations.
- Pioneered the establishment of Power Platform/SharePoint support services in new organizations, outlining operational processes, standards, best practices, and documentation.
- Demonstrated ability to translate complex technical information for diverse audiences, fostering improved understanding and collaboration.

Enterprise Compliance organization, Program Management Team

Business Support Analyst Senior, February 2020 - August 2022

- Compliance Site Redesign Lead: Spearheaded the revamp of Compliance SharePoint site collections, resulting in a 30% faster access to essential resources with fewer clicks required.
- FIAP Custom Solutions Architect: Created 55+ custom lists and workflows supporting the Federal Integrated Action Plan (FIAP) at USAA, achieving a 99% compliance success rate.

- SharePoint Migration Facilitator: Acted as liaison between SharePoint IT Teams and Enterprise Compliance to ensure a seamless migration from SharePoint 2016 to SharePoint Online for over 500 users, with zero downtime.
- UAT & Root-Cause Analyst: Engaged with end-users in User Acceptance Testing (UAT), logging defects and conducting comprehensive root-cause analysis to guarantee alignment with initial project objectives.

Enterprise Information & Experience Services (EIES) organization, Executive Support Team

Executive Operational Planning Advisor, May 2018 – February 2020

- Strategic Goals Tracker: Implemented a milestone-based system within the Digital Experience Delivery division, aiding the Executive Leadership Team in monitoring strategic objectives.
- Event & Resource Management: Orchestrated systems for tracking employee event participation and resource allocation, including training, conferences, and speaking engagements.
- Analytical Decision Support: Furnished analytical insights that influenced 5+ strategic decisions, resulting in an 18% enhanced alignment with USAA's Strategic Imperatives.
- Dual-Role Time Management: Balanced dual roles as a Developer and SharePoint Business Lead, skillfully managing multiple concurrent projects.

Digital Experience Delivery, Content & Publishing Team

Digital Publishing Manager I / Business Strategy & Planning Advisor, March 2015 - May 2018

- Responsive Web Development: Engineered 8 responsive websites, elevating user experience and UX metrics by up to 25%.
- Project Efficiency: Supervised 5+ initiatives, consistently outpacing scheduled completion by 15% for Enterprise Connect, serving all 30K+ employees.

Chief Operating Office organization, Information & Performance Analytics team

Business Analyst / Senior Service Representative / 3P Relationship Manager, February 2007 – March 2015

- Executive Tech Solutions: Delivered 30+ tailored technical solutions to executive leadership, harmonizing technology initiatives with business objectives.
- SQL Automation: Crafted automated SQL reports, slashing data processing time by 40%.
- Outage Coordination: Operated as an ITIL-certified outage coordinator, managing 100+ Major Incidents (MIs) and outages in the USAA Availability Command Center (ACC), upholding a 99.9% system uptime.
- Call Center Establishment: Spearheaded the setup of a 3rd party call center in Greeley, Colorado; coordinated training, monitoring, and quality control for 400+ staff, in collaboration with USAA IT teams.

EDUCATION

Bachelor's Degree in Computer Science (In Progress)

Currently a Junior at St. Mary's University in San Antonio, Texas

ITIL Certified | Certification Date: 2010

Change Management Certified | Certification Date: 2016