

JAIME DAZA GONZALEZ

IT & Operations Professional · Application Support · Business Systems

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OPEN TO WORK

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PROFESSIONAL SUMMARY

M.S. in Information Systems Technology with concentrations in Technology Project Management and Information Assurance. Experience supporting business applications, coordinating system migrations, documenting workflows and controls, troubleshooting operational issues, configuring user access, and delivering projects from requirements gathering through user adoption. Strong background working across business users, technical teams, and vendors to improve processes, resolve issues, and implement structured solutions. Bilingual (English/Spanish) professional based in Washington, DC.

PROFESSIONAL EXPERIENCE

Odeko | Washington, DC

Operations Manager

Dec 2025 – Present

- Rebuilt operational records during a corporate acquisition – extracted data from NetSuite, restructured in Excel/Google Sheets, and transferred into Odeko's platform to restore full operational continuity within days.
- Gathered cross-functional stakeholder input to define workflows and translate operational needs into system configuration decisions.
- Configured role-based user access and permissions to support data integrity and approval controls during transition.
- Authored SOPs, workflow documentation, and process controls for merger-affected teams.
- Reconciled ~200 supplier transactions, identified pricing discrepancies, and delivered a cleaned financial report to leadership.

Compass Coffee | Washington, DC

Logistics Manager

Jan – Dec 2025

- Built Python scripts and n8n automation workflows to automate demand forecasting, order generation, and reporting – reducing daily admin workload by 75%.
- Led initiatives that reduced warehouse mis-picks by ~75% and stockouts by ~35%, improving accuracy across 25 locations.
- Managed a 5-person team, maintaining 99.9% on-time delivery; full accountability for \$3M rotating inventory and \$20K-\$40K weekly purchasing.
- Reported weekly to COO via a custom NetSuite dashboard covering inventory health, valuation, team performance, and department planning.

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Technology & Application Support Technician

Jun – Dec 2024

- Served as primary tech contact across 25 locations (2-person team) – supporting Square POS, Cisco routers, Ring cameras, and espresso machine hardware/firmware.
- Led end-to-end technology buildout for 6 new café locations, managing installation, configuration, and testing from pre-opening through go-live.
- Improved issue resolution turnaround by 26% through structured ticket tracking, vendor coordination, and escalation follow-through.
- Authored SOPs for store staff and the tech team; documentation adopted as onboarding reference.

MCC Technology Services

IT Consultant

Jun 2023 – Jan 2025

- Researched, procured, and implemented a Nextiva cloud-based IVR system – owned the full project lifecycle from vendor evaluation through call flow design, testing, and production launch.
- Led a platform migration from Service Fusion to Google Workspace including data transfer, account configuration, and end-user training.
- Managed small business technology projects from requirements gathering through implementation, testing, and adoption support.
- Configured user accounts, permissions, and system setups across multiple client environments; deployed Google Analytics on client web properties.

Goldey-Beacom College | Wilmington, DE

IT Service Technician

Oct 2019 – May 2021

- Provided first-line IT support for faculty, students, and staff; handled account provisioning, password management, and issue escalation.

EDUCATION

Wilmington University 2021 – 2024

M.S., Information Systems Technology

Concentrations: Technology Project Management · Information Assurance

Goldey-Beacom College 2017 – 2021

B.S., Business Administration

CERTIFICATIONS

- Technology Project Management Certificate – Wilmington University
- Foundations of Cybersecurity – Google

CORE COMPETENCIES

Application Support & Troubleshooting	Business and Technical Requirements Gathering
Project Coordination and Delivery	System and Process Documentation
User Training, Guides & Knowledge Base Development	Incident Resolution and Escalation
User Access and Permission Configuration	Data Validation and Quality Assurance
Stakeholder and Vendor Coordination	Change Management
Process Improvement	Agile, Scrum, and Waterfall

TOOLS & TECHNOLOGIES

Jira • Smartsheet • Confluence • NetSuite • Google Workspace • Microsoft 365 • Square POS • Nextiva IVR • Slack • Python • n8n • Google Analytics 4 • Linux • TypeScript • Next.js • GitHub Actions • Vercel • Astro • Cisco • DNS / SSL

TECHNICAL PROJECTS

Spotify-To-Me – Playlist Manager Application

Python · Spotipy · yt-dlp · CustomTkinter · Mutagen · Pandas · FFmpeg | github.com/chipidaza23/Spotify-To-Me (open source, MIT)

- Built a Python desktop app converting Spotify playlists into DJ-ready music libraries with auto-embedded BPM, musical key (Camelot/Open Key), genre, and album art via ID3 tags; supports Pioneer/Rekordbox, Serato, and Denon DJ.

Blitz MVP – Full-Stack SaaS Application

TypeScript · Next.js · Drizzle ORM · Stripe · GitHub Actions | blitzgroup.io

- Built and deployed a production full-stack web application (63 deployments, 77 commits) with auth middleware, role-based access control, and CSP security headers with per-request nonces.
- Implemented Stripe webhook security validation and CI/CD pipeline via GitHub Actions.

Sentinelum – DC Multilateral Job Intelligence Platform

Python · Automation scripting | dcmultilateraljobs.com

- Developed an automated job intelligence aggregator targeting DC multilateral organizations (World Bank, IDB, UN) with runbooks, secrets management SOPs, and canonical ops documentation.