DANNY GARZA

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PROFESSIONAL SUMMARY

Led initiatives to implement AI-driven automation in business workflows, enhancing lead management and follow-up efficiency.

Directed the establishment of documentation systems and consumer process frameworks that align with compliance standards.

Championed the integration of ChatGPT/OpenAI workflows and creating, building, or utilizing the most efficient tools where needed for customer satisfaction, confidence and positive attitude knowing my strategic approach, plus my mindset always will have the outcome both myself and the customers were hoping. I have over 90 plus skills/certificate of completions on a wide range of AI driven, business, mastery, leadership, efficient time usage, sales, marketing and others that this cognitive era digital transformation is going to be bright with the people around me.

Tech-savvy innovator with hands-on experience in emerging technologies and passion for continuous improvement. Skilled in identifying opportunities for technological enhancements and implementing effective solutions. Adept at leveraging new tools and methods to solve problems and enhance productivity. Excels in adapting to fast-paced environments and driving technological advancements.

Innovative technology professional with several years of diverse experience. Skilled in enhancing systems and aligning technical solutions with business objectives. Proven success in leading projects from start to finish and contributing to organizational growth and success. Equipped with strong problem-solving abilities, willingness to learn, and excellent communication skills. Poised to contribute to team success and achieve positive results. Ready to tackle new challenges and advance organizational objectives with dedication and enthusiasm.

Proactive and goal-oriented professional with excellent time management and problem-solving skills. Known for reliability and adaptability, with swift capacity to learn and apply new skills. Committed to leveraging these qualities to drive team success and contribute to organizational growth.

SKILLS

- AI & Automation: ChatGPT/OpenAI workflows, prompt design, agentic AI concepts, LangChain fundamentals
- Integrations: Webhooks, REST APIs, Sheets-based ops, Python utilities, data cleanup and workflow support
- Consumer Frameworks: Compliance-aware intake, evidence checklists, documentation templates, process mapping
- Problem-solving
- Creative thinking
- Strategic planning
- SEO optimization
- Market analysis
- Regulatory compliance
- Time management abilities
- Customer complaint resolution
- Risk assessment
- Adaptability and flexibility
- Problem-solving abilities
- Goal-oriented mindset
- Upselling tactics
- Platforms: GoHighLevel, Google Workspace, CRM pipelines, SMS/email sequencing, calendar flows
- Business Ops: Lead follow-up systems, missed-call rescue, no-show reduction, SOP design
- Analysis: Business analysis, digital transformation concepts, critical thinking, research synthesis
- Team leadership
- Data collection
- Sales strategy
- Statistical analysis
- Event logistics
- Graphic design
- Continuous improvement
- Analytical thinking
- Content creation
- Effective communication
- Client retention strategies
- Brand promotion
- Industry awareness

EXPERIENCE

AI Consultant | Agentic AI Ops, 2023 - Current
Freelancer | Contract

- Created compliance-aware intake forms, evidence checklists, process maps, and communication templates for consumer credit, billing, and dispute-related workflows.
- Focused on documentation quality, issue tracking, and repeatable framework design without providing legal representation.
- Translated complex administrative and documentation steps into structured templates that can be followed consistently by end users.
- Developed AI models to enhance client decision-making processes.
- Conducted data analysis to identify trends and optimize solutions.
- Implemented machine learning algorithms for predictive analytics tasks.
- Designed strategic roadmaps for AI project implementation and execution.
- Advised on best practices for AI integration into existing workflows.
- Evaluated emerging technologies to recommend innovative solutions.
- Skilled at working independently and collaboratively in a team environment.
- Proven ability to learn quickly and adapt to new situations.
- Excellent communication skills, both verbal and written.
- Used critical thinking to break down problems, evaluate solutions and make decisions.
- Learned and adapted quickly to new technology and software applications.
- Conducted thorough reviews of operations to devise and deploy improvement strategies.
- Evaluated diverse organizational systems to identify workflow, communication, and resource utilization issues.

AI Consumer Consultant | Custom Framework Arch., 02/2023 - Current
Self-employed – Titusville, FL

- Customized architectural frameworks when ChatGPT wasn't allocating the computing strain for their users in very early models. Built multi-GPT and multigroup systems, communicating with only GPT1 as the orchestrator and delegator for five GPTs and five mirrored groups. Created a centralized database hub with real-time data sharing, feedback loops, document-grounded heuristic simulations, knowledge-base hierarchy and forecasting analysis. Applied psychology, neuroscience, cognitive-load, behavior-analysis and prediction frameworks while consulting individuals in litigation, arbitration or mediation contexts. This work was presented as consultation and framework development, not legal representation.
- Built Google Sheets and Python-supported tracking utilities for lead management, conversation status, bookings, and simple operational dashboards.
- Delivered SOPs, template sets, and client-facing documentation aimed at non-technical users.
- Designed workflow systems for appointment-based and service businesses, including missed-call rescue, follow-up sequences, pipeline stages, booking flows, and reporting handoff.
- Utilized IDEs and agentic coding tools to build premium websites, applications and multi-layered multimodal operating systems according to client needs.
- Developed strategic marketing plans to enhance customer engagement and brand awareness.
- Implemented process improvements that increased efficiency in client consultation workflows.
- Evaluated customer data to provide personalized recommendations and support decision-making.

Valet Supervisor, 03/2020 - 07/2024
Accurate Event Services – Pompano Beach, FL

- Supervised valet and security teams for major events throughout the United States, including elite International Polo Club members, SunFest and the South Florida Fair, ensuring efficient vehicle handling, protection, hospitality and customer satisfaction.
- Developed real-time strategies for larger-than-expected crowds, long-duration events and VIP shuttle operations while maintaining premium standards for prepaid clients and coordinating training in high-risk areas.
- Implemented scheduling systems to optimize staff allocation during peak event times.
- Monitored performance metrics, identifying areas for process improvement and increased productivity.

EDUCATION

No Degree: Technology Education
Wellington High School - Wellington, FL

WEBSITES, PORTFOLIOS, PROFILES

- www.aisolidknowledge.com
- https://t.me/SolidKnowledge
- http://tiktok.com/@dannygarza0101

CERTIFICATIONS

- Agentic AI in Action: Hands-On with LangChain, 2026-04-19
- Inside Agentic AI: Foundations and Frontiers, 2026-04-19
- Agentic AI in Action: Tool Use with LangChain, 2026-04-19
- Inside Agentic AI: Core Architecture of Agentic Systems, 2026-04-19
- Using OpenAI APIs: Exploring APIs with the OpenAI Playground, 2026-04-19
- AI in IT Automation: Integrating AI Automation in IT Operations, 2026-04-19
- Using OpenAI APIs: Fine-tuning Models, the Assistants API, & Embeddings, 2026-04-19
- Getting Started with Prompt Engineering, 2026-04-19
- BABOK v3: Introduction to Business Analysis, 2026-04-19
- Exploring Prompt Engineering Techniques, 2026-04-19
- AI-Powered Productivity: Generative AI Bootcamp, 2026-04-19

CORE SKILLS

ChatGPT/OpenAI workflows, prompt design, agentic AI concepts, LangChain fundamentals, GoHighLevel, Google Workspace, CRM pipelines, SMS/email sequencing, calendar flows, Webhooks, REST APIs, Sheets-based operations, Python utilities, data cleanup and workflow support, Lead follow-up systems, missed-call rescue, no-show reduction, SOP design, reporting, Compliance-aware intake, evidence checklists, documentation templates, process mapping, Business analysis, digital transformation concepts, critical thinking, research synthesis

SELECTED PROJECTS

- Missed-Call Rescue Workflow: Built a service-business flow that sends rapid text-back messaging, qualifies inbound leads, routes prospects to booking links, and supports handoff/reporting.
- No-Show Reduction System: Designed reminder, confirmation, and reschedule workflows to reduce appointment drop-off and improve follow-up consistency.
- Consumer Documentation Template Pack: Developed reusable intake, evidence, and communication templates for structured consumer process management.
- AI Prompt and Runbook Systems: Created reusable prompt sets and operating runbooks to standardize task execution, business research, and workflow output quality.

TARGET FIT

- AI consultant
- AI automation specialist
- Operations analyst
- Workflow builder
- Customer operations / RevOps support
- Compliance-aware documentation roles

PERSONAL INFORMATION

/s/ Danny Garza

Danny Garza | Principal
Title: AI Consultant | Agentic AI - Ops