

# MICAH BRAUN

Seattle, WA

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## SUMMARY

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Dynamic and solutions-oriented professional with a keen eye for troubleshooting and error resolution, bringing a robust skillset in data analysis and management using Python, SQL, and Microsoft Excel. Proven track record in effective stakeholder engagement and project management, complemented by exceptional communication abilities. Deep expertise in web technologies, diagnostics, and end-user technology products. Eager to apply my analytical prowess and reporting acumen to enhance operational efficiency and inform strategic decision-making.

## PERSONAL & PROFESSIONAL PROJECTS

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### Custom PC Building and Optimization:

Built and optimized custom PC tailored for graphic display and data analysis with specialized dimensional requirements (Small Form Factor).

- Researched and selected compatible hardware components, balancing performance, cost, and use requirements.
- Assembled PC from scratch, ensuring proper installation and connection of all components.
- Configured BIOS/UEFI settings for optimal performance.

### Portfolio Website Development with GitHub Pages and Jekyll

Designed and developed a personal portfolio website to showcase professional projects, skills, and accomplishments using GitHub Pages and Jekyll.

- Customized existing themes to align with personal branding, including modifications to HTML, SCSS/CSS, JavaScript, and Liquid templates.
- Utilized Git for version control, maintaining a clean and organized codebase on GitHub.
- Performance Optimization: Optimized site performance through code minification, image compression, and asset management.

## EXPERIENCE

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### Freelance / Self-Employed

9/2023 – Present  
Remote

#### Data Technician

Provider of analyses, consulting, and deliverables for a variety of businesses and operating structures (for-profit and nonprofit).

- Provided data templating and organization crucial for visual production team, ensuring accuracy and timely deliverables for a contract with the American Diabetes Association.
- Integrated multiple datasets using Python and MS Excel to categorize and structure data leading to 30% greater efficiency in data organization.
- Conducted requirements gathering for program financial analyses, creating data visualizations and dashboards in MS Excel using pivot tables and charts.
- Routinely performs requirements gathering with stakeholders to ensure deliverables are meeting contract expectations and aligned with the goals of the individual or organization.

### Homemade Live

6/2024 – 6/2024  
Seattle, WA

#### Production Assistant

Homemade Live – a culinary show on PBS with live audience tapings – concluded taping of its second season in Seattle June 2024.

- Maintained cleanliness and organization on set, contributing to a professional and efficient working environment.
- Assisted with crowd control and managed audiences needed, ensuring smooth operations during filming.
- Provided on-set assistance to directors, producers, and other key personnel, facilitating effective collaboration and workflow.
- Displayed rigorous professionalism and contributed to a positive working environment by being willing to help with any issues the crew faced and to help with kindness and humor.

### Inside Out Inspection Services

6/2019 – 6/2020  
Seattle, WA

#### Administrative Assistant

Inside Out Inspection Services (IOIS) offered home and building inspections and education to the greater Seattle area and surrounding counties. A small, locally owned business, IOIS had 4 employees during the tenure of this position and received high volumes of customer engagement and requests for services.

- Automated routine tasks and improved data processing utilizing Google Sheets, leading to a 10-20% increase in expense tracking and operational efficiency.
- Collaborated with stakeholders to optimize business-side data collection and retention using Google Suite tools.
- Conducted hardware troubleshooting and optimization, enhancing IT assets.
- Provided end-user support, troubleshooting hardware and software issues, and maintaining a high level of customer satisfaction.
- Documented support requests and resolutions within a spreadsheet dashboard, tracking trends and identifying areas of suggested improvements to report to CRM software vendor.

### Freelance / Self-Employed

6/2016 – 6/2019  
Seattle, WA

#### Electronics Repair Technician

Performed simple-to-complex electronic repairs and installations on a wide variety of technology: automobile audio, cellphones, laptops, PCs, small electronics, gaming consoles, and power tools.

- Diagnosed and performed troubleshooting of hardware and software issues in personal computers, laptops, and other electronic devices.
- Performed repairs, upgrades, and maintenance on various electronic devices including desktops, laptops, tablets, and smartphones.
- Optimized hardware configurations for Windows, Mac, Linux, Android, and iOS systems to enhance performance and user experience.

The University of Virginia

Admissions & Financial Aid Specialist

The School of Architecture at The University of Virginia provides state-of-the-arts resources for undergraduate, graduate, and doctorate students to learn, build, and innovate the future of design.

– Created detailed reports and data visualizations using Microsoft Office Suite, aiding in strategic decision-making processes.

– Automated routine tasks and improved data processing workflows using VBA with MS Excel, reducing quarterly expense reconciliation time by up to 75%.

– Advised faculty on use of complex datasets and provided support in incorporating new features, while maintaining FERPA compliance.

– Acted as a liaison between students, staff, and faculty and the larger University Financial Aid office, by communicating student needs and translating technical requirements back to students, staff, and faculty.

– Authored and managed database queries using a proprietary querying structure developed for the Student Information System (SIS) and routinely searched for updated demographics and metrics to be used for departmental reporting.

1/2014 – 5/2016

Charlottesville, VA

EDUCATION

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| <b>B.S. Software Engineering (2021 – 2023)</b><br>Western Governors University (studies paused) | <b>B.S. Environmental Science (2013)</b><br>University of Mary Washington  <br>Fredericksburg, VA | <b>A.S. General Science (2010)</b><br>Germanna Community College  <br>Fredericksburg, VA |
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SKILLS

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| <div><div>– Proficient in data collection, cleaning, and entry</div><div>– Exceptional communication and interpersonal skills</div><div>– Experienced with system imaging (Android, Linux, Windows, macOS, and IoT)</div><div>– Proficient with Windows, Mac, and Linux</div></div> | <div><div>– Database querying and design</div><div>– Experienced in office communications (fax, phones, responding to emails, and written correspondence)</div><div>– Git version control experience</div><div>– Experience troubleshooting hardware and software errors</div></div> | <div><div>– Applied and educational experience with Python</div><div>– Exceptional Microsoft Office Suite and Google Suite skills</div><div>– 10-Key Keyboarding</div><div>– Advanced Microsoft Excel skills</div></div> |
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SPECIALIZATIONS & CERTIFICATIONS

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| <b>ITIL 4 Foundation Certification in IT Service Management</b><br>Issuing Organization: Axelos<br>Date Obtained: August 2023<br>Credential ID: GR671550452MB | <b>Healthcare IT Support</b><br>Issuing Organization: Johns Hopkins University on Coursera<br>Date Obtained: March 2024<br>Credential ID: ZWHQPY853W | <b>A+ Certification (In Progress)</b><br>Issuing Organization: COMPTIA<br>Expected Completion: September 2024   |
| <b>Network+ Certification (In Progress)</b><br>Issuing Organization: COMPTIA<br>Expected Completion: October 2024   | <b>Security+ Certification (In Progress)</b><br>Issuing Organization: COMPTIA<br>Expected Completion: November 2024                                  | <b>Data+ Certification (In Progress)</b><br>Issuing Organization: COMPTIA<br>Expected Completion: December 2024 |
| <b>Python Programming</b><br>Issuing Organization: University of Washington Continuing & Professional Studies<br>Date Obtained: June 2019                     |  |   |

VOLUNTEERING

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| <b>Kids Rank</b><br><b>Data Technician</b><br>Providing consulting, organizational, and data analysis for the Executive Director of 501c(3) service-based nonprofit which provides social and emotional enrichment for children of military parents. <div><div>– Provided consulting services for file management via visual description of file relationships providing increased productivity through highlighting redundancies and inefficient navigation paths utilizing hierarchy visualization software (draw.io).</div><div>– Conducted requirements gathering and analysis of stakeholder needs to create comprehensive solutions in data management.</div></div> | <div>6/2024 – Present</div> <div>Remote</div> |
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