MICAH BRAUN

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SUMMARY

Experienced professional with a passion for troubleshooting errors and finding solutions, adept at analyzing, processing, and managing data using Python, SQL, and Microsoft Excel. Skilled in stakeholder engagement, project management, and communication, with a strong understanding of web technologies, diagnostics, and end-user technology products. Seeking to leverage expertise in data analysis and reporting to drive operational efficiency and support evidence-based decision-making.

PROJECTS

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.
- Installed operating system and necessary drivers, ensuring smooth operation and full hardware utilization.
- Diagnosed and resolved hardware, software, and cooling issues along with evaluating benchmarks.

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 made available by Florian Klampfer's Hydecorp to align with personal branding, including modifications to HTML, SCSS/CSS, JavaScript, and Liquid templates.
- Authored and organized content to highlight professional experience, projects, and skills, ensuring clear and concise presentation.
- Utilized Git for version control, maintaining a clean and organized codebase on GitHub.
- Deployed the website using GitHub Pages, ensuring continuous integration and automatic updates upon changes to the repository.
- Performance Optimization: Optimized site performance through code minification, image compression, and efficient asset management.

EXPERIENCE

Freelance / Self-Employed   9/2023 – Present
Data Technician   Remote

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.

Inside Out Inspection Services   6/2019 – 6/2020
Administrative Assistant   Seattle, WA

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
Electronics Repair Technician   Seattle, WA

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   **1/2014 – 5/2016**
Admissions & Financial Aid Specialist   **Charlottesville, VA**

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.

EDUCATION

B.S. Software Engineering (2021 – 2023)
- Western Governors University (studies paused)

B.S. Environmental Science (2013)
- University of Mary Washington | Fredericksburg, VA

SKILLS

- Proficient in data collection, cleaning, and entry
- Exceptional communication and interpersonal skills
- Experienced with system imaging (Android, Linux, Windows, macOS, and small hardware configuration OS)
- Proficient with Windows, Mac, and Linux
- Database querying and design

- College coursework in Network Security, and Hardware and Operating Systems
- Git/GitHub version control experience
- Experience troubleshooting hardware and software errors
- Applied and educational experience with Python
- Exceptional Microsoft Office Suite and Google Suite skills

CERTIFICATIONS

ITIL 4 Foundation Certification
- Issuing Organization: Axelos
- Date Obtained: August 2023
- Credential ID: GR671550452MB

VOLUNTEERING

Kids Rank   **4/2024 – Present**
Data Technician   **Remote**

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.

- 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).
- Conducted requirements gathering and analysis of stakeholder needs to create comprehensive solutions in data management.