

# MICAH BRAUN

Seattle, WA

Email: micah.eli.cole@gmail.com

Phone: +1 (434) 806 – 1735

LinkedIn: <https://www.linkedin.com/in/micah-e-cole>

GitHub: <https://github.com/micah-e-cole>

Portfolio: <https://micah-e-cole.github.io>

## SUMMARY

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Dynamic and results-oriented data analyst with extensive expertise in troubleshooting, error resolution, and comprehensive data management. Skilled in Python, SQL, and Microsoft Excel, I bring a proven record of success in stakeholder engagement and project management. As a proficient communicator with specialized knowledge in web technologies, diagnostics, and user-focused tech solutions, I excel at utilizing analytical skills and advanced reporting tools to enhance operational efficiency and drive strategic decision-making. I am eager to contribute to process optimization and deliver impactful insights within a progressive and growth-focused organization.

## PROFESSIONAL EXPERIENCE

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### Freelance / Self-Employed

#### Data Technician

Remote | 9/2023 – Present

- **Data Analysis and Consulting:** Delivered data templating and structural organization for the visual production team, ensuring precision and timely completion of deliverables for a major contract with the American Diabetes Association.
- **Data Integration Expertise:** Utilized Python and Microsoft Excel to integrate and structure multiple datasets, improving data organization efficiency by 30%.
- **Financial Data Visualization:** Spearheaded requirements gathering for financial analysis programs, creating dynamic data visualizations and dashboards in Excel using advanced pivot tables and charting techniques.
- **Stakeholder Collaboration:** Consistently engaged with stakeholders to gather requirements, ensuring that deliverables align with organizational objectives and contract expectations.

### Homemade Live

#### Production Assistant

Seattle, WA | June 2024

- **Collaborative Production Support:** Assisted directors, producers, and key personnel, facilitating effective communication and workflow continuity within the team.
- **Professionalism and Team Support:** Demonstrated flexibility and proactive problem-solving skills, contributing to a positive work environment with empathy and humor during high-pressure situations.

### Inside Out Inspection Services

#### Administrative Assistant

Seattle, WA | June 2019 – June 2020

- **Process Automation and Efficiency Enhancement:** Developed automated solutions using Google Sheets, improving data processing and increasing expense tracking and operational efficiency by 10-20%.
- **Data Management and Collaboration:** Worked closely with stakeholders to enhance business data collection and retention strategies using Google Suite, resulting in optimized information flow and accessibility.
- **Technical Support and IT Optimization:** Conducted troubleshooting and optimization of hardware, effectively enhancing IT infrastructure and asset utilization.
- **Client Support and Satisfaction:** Delivered exceptional end-user support for hardware and software issues, maintaining high levels of customer satisfaction and positive client relationships.
- **Data Documentation and CRM Improvement:** Managed a comprehensive support request documentation system, providing essential insights for CRM software enhancements by tracking trends and identifying improvement areas.

### Freelance / Self-Employed

#### Electronics Repair Technician

Seattle, WA | June 2016 – June 2019

- **Comprehensive Diagnostics and Troubleshooting:** Expertly diagnosed and resolved hardware and software issues across a wide array of devices, including personal computers, laptops, and mobile technology, ensuring client devices operated at peak functionality.
- **Advanced Repair and Maintenance:** Executed detailed repairs, upgrades, and preventative maintenance for electronics such as desktops, tablets, smartphones, and power tools, resulting in extended device longevity and improved performance.
- **System Optimization and Configuration:** Optimized hardware configurations for multiple operating systems, including Windows, Mac, Linux, Android, and iOS, achieving enhanced system performance and superior user experience across platforms.
- **Diverse Technical Proficiency:** Delivered solutions for complex electronics, including automobile audio systems and gaming consoles, showcasing adaptability and a wide-ranging skill set.

### The University of Virginia

#### Admissions & Financial Aid Specialist

Charlottesville, VA | January 2014 – May 2016

- **Strategic Reporting and Visualization:** Developed comprehensive reports and data visualizations using Microsoft Office Suite, effectively aiding leadership in strategic decision-making processes and optimizing resource allocation.
- **Workflow Automation and Efficiency:** Automated repetitive tasks and streamlined data processing workflows with VBA-enhanced MS Excel, achieving up to a 75% reduction in quarterly expense reconciliation time.
- **Data-Driven Faculty Support:** Provided expert guidance to faculty on utilizing complex datasets, integrating new system features, and ensuring compliance with FERPA regulations to protect student information.

- **Cross-Functional Liaison:** Facilitated communication between students, faculty, and the University Financial Aid office, bridging technical requirements and student needs to enhance service delivery and satisfaction.
- **Advanced Data Query Management:** Authored and managed intricate database queries within the Student Information System (SIS), consistently updating demographics and metrics for accurate departmental reporting and analysis.

EDUCATION

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

**B.S. Environmental Science**  
University of Mary Washington / Fredericksburg, VA

**A.S. General Science**  
Germanna Community College / Fredericksburg, VA

SKILLS

- Data Analysis and Visualization
- Technical Troubleshooting
- Process Automation
- IT Support and Optimization
- Stakeholder Collaboration
- Project Management and Coordination
- Database Management
- Customer Service and Communication

PROFESSIONAL CERTIFICATIONS

**ITIL 4: IT Service Management**  
Issuing Organization: Axelos  
Date Obtained: August 2023  
Credential ID: GR671550452MB

**Healthcare IT Support**  
Issuing Organization: Johns Hopkins University on Coursera  
Date Obtained: March 2024  
Credential ID: ZWHQPY853W

**A+ Certification**  
Issuing Organization: COMPTIA  
Date Obtained: August 2024  
Credential ID: 0TRBSR5TN2R4Q7K8

VOLUNTEER WORK

Kids Rank

Data Technician (Volunteer)

Remote

- Collaborated with the Executive Director of a 501(c)(3) nonprofit focused on enriching children of military families, enhancing file organization and data management.
- Improved productivity by identifying redundancies and optimizing file navigation paths using draw.io for hierarchy visualization.
- Gathered and analyzed stakeholder requirements to develop effective data management solutions.

Mary Washington Healthcare

Patient Services Volunteer

Fredericksburg, VA

- Supported the nurse manager and administrative team by managing front desk calls in post-surgical and maternity units.
- Facilitated patient transport and provided directional assistance within the hospital.
- Contributed to the patient nutrition program through the preparation and delivery of meals.

INTERNSHIPS || PRACTICAL EXPERIENCE

Work-Study Student, Financial Aid Office

The University of Mary Washington Fredericksburg, VA  
01/2012 – 08/2013

- **Data Management and Analysis:** Assisted in managing and analyzing student financial aid data, ensuring accurate and up-to-date records in line with federal, state, and institutional regulations.
- **Student Consultation and Support:** Provided frontline customer service by answering student inquiries, explaining financial aid processes, and guiding students through the application procedures.
- **Document Preparation and Processing:** Facilitated the preparation, organization, and processing of financial aid documents, contributing to efficient office operations and timely financial aid disbursement.
- **Compliance and Confidentiality:** Maintained strict confidentiality of student information while assisting in compliance audits to ensure adherence to privacy and security policies.

Student Research Intern

University of Mary Washington, Fredericksburg, VA  
June 2013 – August 2013

**Research Project:** A Comparative Analysis of the Health of the Ni River and Massaponax Creek

- Collected and analyzed macrobenthic samples to assess aquatic ecosystem health.
- Conducted chemical analysis of water samples to evaluate water quality.
- Deduced fecal coliform bacteria levels by culturing and growing samples in a laboratory setting.