

Micah Braun

Education

Bachelor of Science – Software Development/Engineering (30 credits)
Western Governors University

9/2021 – 11/2023
Remote, WA

Bachelor of Science – Environmental Science
The University of Mary Washington

2013
Fredericksburg, VA

COMPTIA A+
COMPTIA Credential ID: 0TRBSR5TN2R4Q7K8

08/2024

ITIL 4: IT Service Management
Axelos Credential ID: GR671550452MB

08/2023

COMPTIA Security+ (In progress)

6/2025 (Anticipated)

Skills

Programming Languages: Bash, C, C#, C++, Java, JavaScript, Python, MongoDB, React, SQL

Technologies: Active Directory, Android, AWS, Flask, GitHub/GitLab, iOS, Linux/Unix, Microsoft, Microsoft Configuration Manager (SCCM), Operating Systems, React.js, ServiceNow, Workday

Experience

Patient Portal Service Desk

12/2024 – Present

Nordic Global

Remote, WA

- Provided Tier 1 technical support for MyChart users, troubleshooting browser, mobile OS, authentication, and network issues.
- Monitored and documented security-related issues within ServiceNow, ensuring compliance with data privacy and cybersecurity policies.
- Developed and maintained support documentation to enhance efficiency and ensure adherence to Standard Operating Procedures (SOPs).
- Collaborated with IT security teams to escalate potential security threats and data privacy concerns related to electronic health records (EHRs).

Electronics Repair Technician/Lead

6/2016 – 12/2024

Contract Employee

Remote, WA

- Tracked IT hardware components for repair, maintenance, and disposal, ensuring compliance with asset lifecycle management best practices.
- Conducted data audits and quality control processes, reducing asset misallocation and improving compliance with business security standards.
- Maintained financial records for IT asset expenditures, aligning with cost optimization and cybersecurity budgeting.

Data Management & IT Solutions Volunteer

3/2024 – 10/2024

Kids Rank

Remote, WA

- Developed automation scripts using JavaScript to enhance data management workflows, reducing manual entry errors and improving efficiency.
- Reconciled and analyzed financial datasets, ensuring accuracy in reporting and compliance with organizational budgeting processes.
- Created interactive dashboards in Google Sheets to visualize key operational metrics, supporting data-driven decision-making for leadership.

Endpoint Security Support Specialist Volunteer

9/2023 – 12/2024

Contract Employee

Remote, WA

- Conducted security assessments, removed malicious software, and implemented preventative security measures, including firewall configurations, antivirus setup, and software updates.
- Educated users on safe browsing habits, password management, and phishing awareness to prevent future security incidents.
- Assisted in configuring multi-factor authentication (MFA) and enhancing system security through operating system hardening and privacy settings adjustments.

Graduate Admissions & Financial Aid Specialist

01/2014 – 05/2016

The University of Virginia

Charlottesville, VA

- Developed and implemented data governance policies to ensure compliance with FERPA and institutional security standards.
- Led training sessions for staff on secure data handling practices, aligning with university and federal compliance standards.
- Partnered with university leadership to create and enforce data protection policies supporting institutional cybersecurity goals.

Notable Projects

Home Lab for Cybersecurity Research & SOC Analyst Training

Present

- Built a home lab environment using VMWare and VirtualBox to practice network security analysis, threat detection, and malware analysis.
- Utilized Wireshark to monitor and analyze network traffic, learning about packet capture, intrusion detection, and incident response.
- Studied Security Operations Center (SOC) methodologies, including log analysis, threat hunting, and vulnerability assessments to enhance real-world security skills.
- Managed Windows endpoints using Microsoft Configuration Manager (SCCM) for patching, software deployment, and compliance reporting.

Wheelchair Tire Pressure Monitoring App Development

Present

- Designing and developing an iOS and watchOS application using Xcode and Swift to assist wheelchair users in monitoring their tire pressure.
- Integrating Bluetooth Low Energy (BLE) communication to connect with low-cost tire pressure sensors, providing real-time data updates.
- Focusing on an accessible UI/UX to ensure seamless usability for individuals with physical disabilities.

Research & Publications

Bluetooth Low Energy (BLE) Protocols & OSI Model Research

- Conducting in-depth research into Bluetooth Low Energy (BLE) communication, focusing on Generic Attribute Profile (GATT) and Generic Access Profile (GAP).
- Studying network layer and application layer development within the OSI model, analyzing how BLE devices interact with mobile applications and embedded systems.
- Experimenting with BLE packet sniffing and reverse engineering BLE communication to enhance security awareness in IoT applications.