

MICAH BRAUN

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SUMMARY

Dynamic IT support professional with a robust background in technology solutions and a passion for enhancing user experience. Expertise in troubleshooting, problem-solving, and delivering exceptional customer service in various IT environments. Committed to leveraging technical skills to improve operational efficiency and user satisfaction.

PROFESSIONAL EXPERIENCE

Freelance / Self-Employed IT Support Technician

Remote | 09/2023 – Current

- Provide remote IT support, effectively resolving technical issues for clients through calls and emails while ensuring high levels of customer satisfaction.
- Document, categorize, and prioritize support requests, following escalation protocols to ensure timely resolution and follow-up.

Inside Out Inspection Services IT Administrative Assistant

Seattle, WA | 06/2019 – 06/2020

- Improved service workflows by 25% through optimized scheduling and coordination, enhancing client alignment and satisfaction.
- Assisted in various IT-related tasks, supporting data management and documentation to facilitate project coordination.

Freelance / Self-Employed Electronics Repair Technician

Seattle, WA | 05/2016 – Current

- Conduct technical assessments and repairs on hardware systems, ensuring optimal functionality and security for clients.
- Solved complex network and hardware issues, delivering superior customer service and fostering long-term client relationships.

The University of Virginia Admissions & Financial Aid Specialist

Charlottesville, VA | 01/2014 – 05/2016

- Managed communications and documentation processes, ensuring adherence to institutional policies while improving the user experience.
- Delivered excellent customer service, resolving issues efficiently for students and faculty.

EDUCATION

B.S. Software Engineering
Western Governors University | Remote, WA
[Studies paused, 30 credits completed]

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

A.S. General Science
Germanna Community College |
Fredericksburg, VA

SKILLS

- Proficient in Windows, Mac, and Linux environments
- Commitment to continuous learning and development
- Strong Analytical and Problem-Solving Abilities
- Strong analytical, organizational, and problem-solving abilities
- Adaptability in dynamic and fast-paced environments
- Customer Service Excellence with Direct Support Experience
- Adaptability and Flexibility in Dynamic Work Environments
- Experience in Bash, SQL, Python, Java, and JavaScript
- Strong problem-solving abilities across repetitive tasks
- High proficiency in typing and tech-savviness, capable of quickly learning new software
- High proficiency in data management and technology systems

PROFESSIONAL CERTIFICATIONS

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

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

Healthcare IT Support
Issuing Organization: Johns
Hopkins University through
Coursera
Date Obtained: June 2024
Credential ID: ZWHQPY853WQU

Security+ Certification
Issuing Organization: COMPTIA
[Anticipated December 2024]
Credential ID: TBD

PRACTICAL EXPERIENCE | VOLUNTEER WORK

Kids Rank Data Technician (Volunteer)

- Enhanced data management processes, supporting organizational goals in connective community initiatives.