MICAH COLE

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SUMMARY

Results-driven data analyst with extensive experience in troubleshooting, error resolution, and data management. Proficient in Python, SQL, and Microsoft Excel, with a strong track record in stakeholder engagement and project management. Skilled communicator with deep expertise in web technologies, diagnostics, and end-user technology solutions. Adept at leveraging analytical skills and reporting tools to boost operational efficiency and guide strategic decision-making. Seeking to contribute to process optimization and impactful insights in a dynamic and growth-focused organization.

PERSONAL & PROFESSIONAL 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.

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

Freelance / Self-Employed   **9/2023 – Present**
Data Technician   **20+ hours/week || 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.

Homemade Live   **6/2024 – 6/2024**
Production Assistant   **40 hours/week || Seattle, WA**
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**
Administrative Assistant   **20+ hours/week ||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   **20 hours/week || 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   **40 hours/week || 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

A.S. General Science (2010)
Germanna Community College | Fredericksburg, VA

SKILLS

- Proficient in data collection, cleaning, and entry
- Exceptional communication and interpersonal skills
- Experienced with system imaging (Android, Linux, Windows, macOS, and IoT)
- Proficient with Windows, Mac, and Linux

- Database querying and design
- Experienced in office communications (fax, phones, responding to emails, and written correspondence)
- Git version control experience
- Experience troubleshooting hardware and software errors

- Applied and educational experience with Python
- Exceptional Microsoft Office Suite and Google Suite skills
- 10-Key Keyboarding
- Advanced Microsoft Excel skills

SPECIALIZATIONS & CERTIFICATIONS

ITIL 4 Foundation Certification in 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 (In Progress)
Issuing Organization: COMPTIA
Expected Completion: August 2024

Network+ Certification (In Progress)
Issuing Organization: COMPTIA
Expected Completion: October 2024

Security+ Certification (In Progress)
Issuing Organization: COMPTIA
Expected Completion: September 2024

Data+ Certification (In Progress)
Issuing Organization: COMPTIA
Expected Completion: November 2024

Python Programming
Issuing Organization: University of Washington Continuing & Professional Studies
Date Obtained: June 2019

VOLUNTEERING

Kids Rank   **Remote**
Data Technician

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.

Mary Washington Healthcare   **Fredericksburg, VA**
Patient Services Volunteer

Performed a wide number of tasks and duties under general supervision for summer internship program which involved rotational shifts within the hospital.

- Answered calls for front desk, working alongside nurse manager and administrative team for post-surgical and maternity units.
- Transported patients to hospital exit, directed patients within the hospital to their appointments.
- Assisted in patient nutrition program, preparing and delivering meals to patients throughout the hospital.