

# Micah Alex

✉ micahalex7@proton.me ☎ (424)-386-0745 📍 Torrance, CA 🌐 <https://www.linkedin.com/in/micahalex/>

## WORK EXPERIENCE

### OCHIN

EHR Support Analyst Intern

Jul 2023 - Present

- Utilized technical expertise to address over 500 chat and ticket-based queries, ensuring a consistent >95% customer satisfaction score.
- Demonstrated strong problem-solving abilities in resolving issues ranging from EPIC EHR registration to printer configurations.
- Developed effective communication and customer service skills through interaction with diverse stakeholders.
- Acquired experience in infrastructure management, laying a foundation for potential alignment with roles requiring digital resource coordination and facilitation

### Srishti Manipal Institute of Art Design and Technology

Instructor

Sep 2022 – Dec 2022

- Co-facilitated a course for 22 4th-year undergraduate students, leading activities such as site mapping and artifact building, while managing logistics such as scheduling meetings and coordinating events.
- Developed and taught a curriculum emphasizing project-based learning to conceptualize interfaces rooted in real-world contexts.
- Established a field-based studio learning environment, promoting experiential learning and collaboration with external partners, fostering artistic exploration and responding to real-life contexts.

### Janastu

Admin and Design Research

Jan 2022 – Jun 2022

- Led the Papad Project, employing participatory design methods and collaborative workshops to ensure diverse perspectives in designing a knowledge recording and audio annotation platform, showcasing a commitment to inclusive engagement, a crucial aspect of facilitating digital rights training and resources.
- Organized meetings and secured funding, demonstrating strong project management skills and collaborated with interdisciplinary teams to ensure effective communication and alignment on project goals, fostering a collaborative environment similar to coordinating training and resources for digital rights advocacy.
- Conducted user interviews, surveys, and usability testing to gather comprehensive feedback, ensuring user engagement and satisfaction, crucial for designing effective training materials and resources in the digital rights realm.
- Created high-fidelity prototypes and established design systems using Atomic Design Principles

Coordinator

Mar 2021 - Dec 2021

- Spearheaded multimedia documentation efforts for a 120+ attendee maker event, overseeing a team of 5 videographers to capture user experiences and perspectives
- Successfully secured grant funding totaling over \$15,000 for five NGO projects focused on impactful documentation work, demonstrating proficiency in grant proposal writing and reporting
- Engaged in panel discussions on open-source community technology with broad audience participation
- Delivered media and digital literacy workshops for 11th-grade students, equipping them with skills in visual composition and media creation
- Co-facilitated workshops on community-based design practice and diversity in community networks, emphasizing a collaborative approach to addressing digital issues and fostering inclusivity

Design and Research, Milli Tech Project

Jul 2020 - Mar 2021

- Milli was a platform to democratize institutional archival knowledge sharing through cross-annotation on a platform
- Spearheaded the design process for low- and high-fidelity prototypes aimed at democratizing institutional archival knowledge sharing through cross-annotation.
- Presented designs at conferences, engaging over 25 stakeholders from private, public, and community-based organizations across India to showcase prototypes and generate interest and engagement.
- Demonstrated ability to engage stakeholders, advocate for innovative solutions, and present complex ideas effectively

### Design Beku

Program Coordinator, Enable India Lived Experience Library Project

Jan 2022 - Dec 2022

- The Lived Experience project built a database of anecdotes and experiences from coordinators trying to navigate the socio-legal PwD infrastructures of India
- Spearheaded workshops with Disability NGO Alliance coordinators, utilizing participatory research methodologies to foster effective inter and intra-organization archival practices.
- Collaborated in the design and implementation of a metadata schema for organizing and presenting structured data within the context of the Enable India Lived Experience Library Project.
- Successfully introduced interview data booklets at a nationwide conference, engaging over 100 disability organizations and promoting the dissemination of vital information.

Researcher

Sep 2020 - Dec 2021

- Co-facilitated workshops on design principles, social justice, and truth in media, aligning with the role of coordinating training programs to uphold free expression online.
- Conducted research through interviews, surveys, and data analysis, enhancing understanding of digital rights and online expression.
- Led a team of 20 volunteers in creating, translating, and fact-checking educational content during the Covid-19 lockdown.
- Utilized QGIS and ArcGIS for real-time Covid-19 data visualization, demonstrating proficiency in leveraging technology for informational purposes.

## Living Labs Network and Forum

Network Coordinator

Aug 2021 - Dec 2022

- Authored articles and grant proposals promoting community-based initiatives.
- Conceptualized and built a knowledge observatory to map diverse contexts and practitioners.
- Managed digital infrastructure, including Discord, WordPress, and Docker.

Communications Associate, Climate Resource Center Project

Feb 2021 - Aug 2021

- Climate Resource Center was an attempt to collect narratives, anecdotes and lived experiences of farmers in North Karnataka to build better agro-climate knowledge infrastructures
- Conducted qualitative interviews to gather user insights for the Climate Resource Center Project.
- Developed compelling case studies highlighting unique practitioner experiences.
- Promoted community-based folklore preservation and co-design through workshops.

## EDUCATION

### Pune University

Bachelor of Engineering (B. E.),<sup>1</sup> Electronics and Telecommunications Engineering

Aug 2018

### Srishti School of Art, Design and Technology, Bangalore Central University

Master of Design (M. Des), Design Led Innovation

Jun 2020

## PROJECT

### Wikipedia Editathon: Dalit History Month 2023

Jul 2023

- Contributed a total of 24.5K words across 27 edited articles, including the creation of 2 new articles. Added 167 references, made 2 Commons uploads, and achieved 105k article views.

### Beyond Listening

Aug 2022

- A 5-day design masterclass on the interface of publishing with non-textual media, what are the politics of sound? How do oral narratives and audial aesthetics come together? How is this important in India, where specifically English read-write-speak literacy is low? [+ with Bhanu P and Shafali J]

### Valuing Indispensability: Critically reflecting on Intersectionality in Practice

Jul 2022

- 3 workshops run in a series of workshops called the Feminist Tech Playground, where we presented how we encounter voices in praxis that are rendered dispensable and dismissed. How do we create spaces where indispensability is the norm? [+ With Upasana B and Shafali J]

### Lived Experience Archives for Champions of the Disability Sector

Jan 2022

- A full-day workshop was held for regional coordinators of the Disability NGO Alliance to demonstrate different ways for them to start archiving their day-to-day practices and knowledge and how it is valuable to them in their work. [+ With Bhanu, Senjuti and Madhavi]

### Alternatives and Demands in Network Ruins

Aug 2021

- What can we conjure when the networks lie in ruins? What grows between that which ruins and that which was ruined? A panel talk recounting Servelots/Janastu's experiments with Community Networks [+ With Shafali J]

### Valuing Indispensability: Critically reflecting on Intersectionality in Practice

08/01/2018

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### **Jingle Tales**

Aug 2022

- We describe a project that we did in Mirzapur, India where we sent laptops made of Raspberry Pis to young women.

### **Learning from COWs: Community Owned Wifi-Mesh**

Jul 2022

- In this article, we reflect on our practice of facilitating spaces with communities and arrive at principles that can support open climate networks.

### **Techno-futures from Bidar**

Aug 2021

- In this article, we reflect on our practice of facilitating spaces with communities and arrive at principles that can support open climate networks.