Micah Alex

Transdisciplinary Problem Solver

⊙ Torrance, CA @ micahalex7@proton.me 🔗 My Design Portfolio

Profiles

in **micahalex**
LinkedIn

Summary

Early-career professional with diverse but interconnected experience in health informatics, customer support and design thinking

Experience

Indian Institute of Habitats and Settlements
Freelance Wordpress Developer
🔗 https://tnsustainablehabitat.com/

Apr 2024 - Present
Remote

- Designed and developed website with illustrations, copywriting etc.

OCHIN
EHR Support
🔗 https://ochin.org/

Jul 2023 - Apr 2024
Portland

- Provided exemplary customer support by addressing a wide range of queries related to Electronic Health Record (EHR) systems, demonstrating a understanding of user needs and technical proficiency.
- Leveraged technical tools such as Jira and Azure ADFS to streamline customer service processes, improving response times and ensuring effective resolution of issues.

Srishti Manipal Institute of Art, Design and Technology
Instructor

Aug 2022 - Dec 2022
India

- Integrated design thinking into design instruction, incorporating field research, web design, mapping techniques, surveys, and data visualization.

Janastu
Design and Outreach
🔗 https://open.janastu.org

Sept 2020 - June 2022
India

- Led the design and implementation of the Papad platform, to make population-level health information gathering more accessible.
- Presented projects at national conferences, garnering interest and engagement from stakeholders

Design Beku
Program Associate
🔗 https://designbeku.in

June 2020 - Dec 2022
India

- Presented designs at various workshops, fostering dialogue and community engagement in the development of organizational principles and software/hardware practices.
- Co-wrote successful grant proposals on topics such as digital rights and equitable platforms, securing funding for initiatives.

Living Labs Network and Forum
Network Coordinator
🔗 https://linktr.ee/llnaf

Nov 2019 - Jan 2022
India

- Facilitated workshops and events, fostering collaboration and knowledge exchange among participants, contributing to the organization's mission of alternative development.
- Cleaned data sources to develop the first iteration of the knowledge observatory of research conducted in Bidar with 300+ students, 100+ local coordinators, 200+ sub-contexts using Excels

Habba
Impact intern

May 2019 - Jul 2019
India

Identified and established strategic partnerships with handicraft artisans, expanding the organization's network.

True Editors
Editor

Jan 2017 - Aug 2019
India

- Provided meticulous editing services for over 300 clients' manuscripts, academic documents, and whitepapers, ensuring clarity, coherence, and adherence to style guidelines.

Jazz Hands
Teaching Fellow

Aug 2016 - Dec 2018

- Developed and implemented theater-based English teaching curriculum for Marathi-medium students, resulting in improved language acquisition and confidence.

Skills

Customer Service
● ● ● ● ○
Chat-based

IT Support
● ● ● ● ○
Server maintenance, Linux, low code websites

Community maintenance
● ● ● ● ○
testing new tools, internal communications

Projects

Papad - Audio Health Archive
For community-based practitioners to store and access knowledge bases
Dec 2021 - Feb 2022
https://blog.janastu.org/mapping-migratory-routes-of-pastoralists/

Designed and texted this platform for making population-level health information easily accessible and archivable through audio

health informatics, design thinking, research, ui/ux design

Disability Lived Experience Archive
A database of experiences from coordinators trying to navigate the socio-legal PwD infrastructures of India
Jan 2022 - Dec 2022
https://khattamicah.xyz/portfolio/research-and-writing/research/2022-02-20-EnableIndia-LE/

- Led design research on a comprehensive knowledge infrastructure focusing on the needs of individuals with disabilities, to understand and address their challenges

qualitative research, archives, media making

Education

Srishti School of Art, Design and Technology, Bangalore Central University
Design Led Innovation
30 Jun 2018
Masters in Design

Pune University
Electronics and Telecommunications Engineering
Aug 2018
Bachelor of Engineering (B. E.)

Certifications

Designing with WCAG2.2
LinkedinLearning
March 2023

Digital Media for Health Outcomes
Coursera
Aug 2023
https://coursera.org/verify/QP4A89M3DK

Science Communication: Communicating Trustworthy Information in the Digital World
Coursera
July 2023
https://coursera.org/verify/W6A92EVAML

Languages

English
● ● ● ● ●

Hindi
● ● ● ● ●

Marathi
● ● ● ● ●