

# DAVID BRAUN

■ Cell (503) 358-0113 ■ braun.is.me@gmail.com ■ 820 NE 76<sup>th</sup> Ave., Portland, OR 97211 ■ www.iambraun.com

## Professional Profile

I am a versatile, goal-driven, and project-oriented communicator with more than a decade of experience in a variety of technical, teaching, and service roles. I am a creative professional with the proven ability to identify, analyze, and solve complex problems while maintaining rapport throughout all levels of an organization. Infectiously positive attitude, motivated by complex challenges, and comfortable with teamwork on any size or scope of project. Extremely adaptable learner and a patient trainer. Passion for technology, growth, and resolution. Brazilian Jiu-Jitsu instructor and former NCAA athlete with a tilt toward mindfulness and a team-first mentality. Good references, strong community, and solid work ethic. Comfortable working independently. Java programming experience. Skilled tech.

(linkedin: <https://www.linkedin.com/pub/david-braun/64/7ba/74b>)

(homesite: [www.iambraun.com](http://www.iambraun.com))

## Core Competencies

- A+ Certified technician
- End-user support specialist
- Field Technical Support + Remote Support
- Technical Installations and Training
- Soldering
- Cable Building/Wire Pulling
- Experience with A/V recording equipment, POS technology, and security systems.
- Business Systems Analysis
- Network administration and design
- Experience with CRM/RT
- Active Directory/Desktop Administration
- Help Desk & Desktop Deployment
- Entrepreneurship Experience
- Interpersonal/Teamwork skills
- Supervisory; Performance Management Exp.

## Professional Experience

**JAVS – 2015** (Brian Kramer – Branch Manager – 503 572-5540)

**Field Service Technician** – Installations and technical training of courtroom audio/video equipment for preserving the public record. Duties included building high-tech framework, building and pulling cable, camera and microphone calibration, PC networking, remote support, end-user technical training, territory management, travel, and high professionalism. Work-from-home-office. Salesforce/ServiceMax.

**Freelance – (AlterNation LLC since 2013)**

**PC Technician** – PC Repair, Data Recovery/Forensics, Networking, Custom builds. Backup/Imaging. Malware removal/recovery. Network support, security & design, cabling, and system performance monitoring/optimization. End-user training on Windows applications. Virtualization (VirtualBox). TCP/IP. Peripheral support.

**Heartland Payment Systems – 2009 to 2012** (Kacie Long – Territory Account Manager - 208-340-1075)

**Technical Account Manager** – Supported a 100+ mile radius territory containing over 800 active business customers. Provided remote and on-premise diagnosis, troubleshooting, and break/fix customer support for Windows-based POS systems and standalone credit card terminals. Performed hardware installations, upgrades, backup & recovery, networking support, and end-user product training. Supported mission-critical devices, laptops, printers, and other networked equipment. Also provided marketing consultation and sales-support for suite of merchant-services products.

**El Red Internet Café – Matagalpa, Nicaragua – 2004**

**Technology Manager** – Performed duties consistent with managing the technology in a small Internet café. Imaged systems, upgraded hardware, maintained security, configured user profiles and managed shared data. Provided end-user support and training. Supported and serviced printers, cash register, and vending machines.

## Work History

<b>Jefferson Audio Video Systems (JAVS)</b> Secure Audio/Video Recording Solutions ▪ Field Support Technician	05/2015 – 06/2015
<b>AlterNation LLC, Portland, OR</b> Home-based IT Consulting & PC Repair ▪ President/Co-Founder	03/2014 – 04/2015
<b>WyEast Tactical, Portland, OR</b> Tactical Training & Event Security ▪ Unarmed Security Guard (Part-Time)	10/2011 – 09/2014
<b>Heartland Payment Systems, Portland, OR</b> Value-Added Payment Processor ▪ Technical Account Manager	07/2009 - 08/2012
<b>Ricoh USA, Tigard, OR</b> Printer/Printer Ink Manufacturer ▪ Major Accounts Contract Billing Rep ▪ Technical Trainer (Oracle Power-User)	06/2007 - 02/2009
<b>BBH Media, Raleigh, NC</b> Internet Advertising and Marketing ▪ Ad Sales and Marketing Consultant ▪ Bi-Lingual Customer Service Representative	03/2005 - 06/2007

## Volunteer Experience

<b>Overhills High School Summer Football, Spring Lake, NC</b> ▪ Assistant Coach	Summer 2012
<b>Cascadia Gracie Jiu-Jitsu/Life Tactics, Portland, OR</b> ▪ Young Adults Anti-Bullying and Self-Defense Mentor ▪ Beginner's Brazilian Jiu-Jitsu coach (blue belt)	11/2012 – Present

## Education

PORTLAND COMMUNITY COLLEGE - Portland, OR  
*A.S. Computer Information Systems* February, 2013 – June, 2015

GREENSBORO COLLEGE - Greensboro, NC  
*English & Communications Arts (no degree)* - September, 2003 – June, 2005

HARTWICK COLLEGE - Oneonta, NY  
*Computer Science Major / English Minor (no degree)* - September, 2001 – May, 2003

BRIDGTON ACADEMY - North Bridgton, ME  
*College Prep* September, 1999 – June, 2000

## **Technical Classes and Certifications**

**2015 – CompTIA A+ Certification** – Portland, OR  
**2011 – PCI-DSS Refresher Course** – HPS, Louisville, KY  
**2010 – PCI-DSS Compliance Training** – HPS, Louisville, KY  
**2009 – Technical Training for Payment Systems Hardware** – HPS, Louisville, KY  
**2009 – In-Field Customer Service and Sales Support Training** – HPS, Louisville, KY  
**2009 – Oracle Database Power-User Training** – Ricoh, Tigard, OR  
**2008 – ServicePlus® Customer Service Training & Certification** – Ricoh, Tigard, OR

## **Notable Courses:**

2013 – Software Design  
2013 – Introduction to UNIX/Linux  
2013 – Windows Server Administration  
2013 – Java Programming I  
2013 – Computer Concepts 2  
2013 – Data Communications Concepts  
2014 – Technical/Professional Writing  
2014 – Network Security  
2014 – Systems Analysis  
2014 – Computer Forensics  
2014 – Data Modeling and SQL  
2014 – Java Programming II  
2014 – VB.NET Programming  
2014 – E-Commerce Info Systems  
2015 – End User Support  
2015 – Project Management: Info Systems

## **Professional References**

**David Tombleson** – Supervisor; WyEast Tactical & Client; Alternation LLC – ptbeast@gmail.com: 503-522-5530

**JB Beazle** – IT Consultant – JBeazle@gmail.com, 503-358-0175

**Ken Coomes** - Supervisor; Ricoh USA – lupusgnome@hotmail.com: 503-515-5747

**Brian Kramer** – Branch Manager; JAVS – braink@javs.com: 503 572-5540

**Kacie Long** - Supervisor; Heartland Payment Systems – kacie.long@e-hps.com: 208-340-1075

## **Personal References**

**Austin Gast** - Director of Quality Control, Oregon Cherry Growers, 503-871-3752

**Bill Bradley** –Head Jiu-Jitsu Coach, AliveMMA – 503-740-3004

**Noel Ponthieux** –Freelance Copywriter, Free Range Creative - 503-442-0149

**Tom Tegner** – Head Coach, Cascadia Gracie Jiu-Jitsu – 503-964-1405