David G. Braun

IT & AUTOMATION LEADER · MSP OPERATIONS AND SERVICE DELIVERY · ANTHROPIC CLAUDE CERTIFIED ARCHITECT, PROFESSIONAL

Remote since 2018 · US citizen · Bilingual EN/ES · EST to CST

DGB@workflowtech.ai
+1 541 413 5001
iambraun.com/cv
linkedin.com/in/david-george-braun
github.com/WorkflowtechAI
+57 314 871 3624

Resume

ENGLISH · VERSIÓN EN ESPAÑOL A CONTINUACIÓN

Summary

From the cubicles of customer service and L1 support to leading MSP service delivery teams, founding an Automation Center of Excellence, and architecting enterprise AI systems, my career is built on relentlessly leveling up to solve the next bottleneck. Today, I build production Python/FastAPI integrations, deterministic AI workflows, and citation-backed RAG systems paired with hands-on service-desk transformation and capability transfer. In short, I turn brittle processes and service-delivery bottlenecks into reliable, self-sustaining operations. See my full portfolio at iambraun.com/cv and workflowtech.ai.

Selected Highlights

- At ZAG: led the weekly Nexthink and campaign reporting with a $7B client's VP of IT and Senior VP of Operations; we beat our SLAs and KPIs so consistently they were raised monthly.
- At ZAG: cut manual onboarding 80%+ with secure Rewst automation tying Microsoft 365 and Entra ID to the PSA, documentation and line-of-business apps, behind unified client portals.
- At ZAG: led the service roadmap for a $7B client including building a KPI dashboarding suite in MSPBots plus a phone-system dashboard, and as sole subject matter expert designed and delivered SLA reporting directly to the executive team.
- At LightPoint: created and led an 11-person systems-operations department, managing and mentoring as many as 11 engineers at a time, serving 90+ clients and 5,500+ endpoints across OR and WA.

Experience

Founder & Executive Engineer

Apr 2025 to present

Eudai Gestalt Integrations LLC (EGI) · workflowtech.ai · AI and SaaS product studio

- **Anthropic Claude Certified Architect (Professional)**, shipping multi-agent workflows, RAG, and evaluation harnesses in production. (https://workflowtech.ai/press/portfolio.html)
- Experienced in MSP solutions with a focus on AI transformation and enablement.
- Achieved professional-level Anthropic Architect certification (CCAR-P) in July 2026 alongside CCDV-F and CCAR-F.
- Work in Claude Code, the Claude CLI and Gemini about eight hours a day, every day.

Client Services Engineer → Lead Client Services Engineer → Quality Operations Engineer

2022 to 2025

ZAG Technical Services · San Jose, CA · Remote · MSP · Microsoft Gold Partner · Promoted twice, the first inside 90 days

- Rose from Service Delivery Engineer to Team Lead to MSP Operations/Automation in 3 years.
- Incident Manager: ran incident command on major incidents across all clients, coordinating SOC, NOC, and client teams.
- Led support engineering for ZAG's single largest client, 73% of the business at a ~100-client MSP: a 25,000-employee enterprise with 50,000 endpoints under multi-site support.

- Co-stood up a **Quality Operations department** side by side with the Director of Operations, from charter to operational in its first year, and stood up its Automation Center of Excellence on Rewst as the primary platform, with MSPBots.
- Endorsed by former Director of Operations (Ananya Ridenour) & Service Delivery Manager (Jeff Gaspard).
- Reviewed client environments to identify operational improvements, technology recommendations, service enhancements, and opportunities.

Systems Support Engineer I → II → Team Lead → SysOps Team Lead

2018 to 2022

LightPoint NW · Portland, OR · Healthcare MSP · 90+ clients, 5,500+ endpoints · Promoted three times

- Ran full-spectrum MSP delivery at a Microsoft Gold Partner, on-site and remote: high-volume ticket queues, Microsoft 365 and Google Workspace administration, systems engineering, patching and backup standardization, endpoint and network security (EDR/MDR, firewalls, DNS filtering), and repeated ransomware recovery and high-pressure security response.
- Lead escalation engineer for complex cross-tenant issues, with direct stakeholder communication during outages.
- Supported a healthcare client base, mainly physician and dental practices, including their optical imaging systems.
- Endorsed by former CEO (David Boxberger).
- Reviewed client environments to identify operational improvements, technology recommendations, service enhancements, and opportunities as leader of an 11-person Systems Operations team.

Systems Engineer II · Technical Support Engineer · Founder · Contractor

2013 to 2018

Tier Two Consulting / New West Technologies / Alternation LLC / Robert Half · Portland, OR

- At New West (2016 to 2018): MS Gold Partner, Hybrid MSP Engineering, Solutions Engineering + FinTech Middleware Application Support

Technical Account Manager

2009 to 2012

Heartland Payment Systems · Remote · Managed Services

- Field support, multi-site support, customer success, and technical account management for a global payment processor.

Earlier roles

2005 to 2009

Ricoh USA / BBL Media · Portland, OR

- Contracts Administration, Ricoh USA (2007 to 2009)

Primary Skills

AI & automation · agent orchestration, AI enablement, AI governance, Claude Code, client onboarding automation, context engineering, evaluation harnesses, human-in-the-loop, hybrid retrieval

Leadership & delivery · client onboarding, continuous improvement, demo environments, discovery and scoping, documentation, endpoint management, escalation management, executive-to-engineering translation, proof-of-concept builds

MSP & IT operations · Active Directory, AWS, Azure, backup, conditional access, disaster recovery, Docker, Entra ID, Hyper-V

Credentials

- Claude Certified Architect, Professional **(CCAR-P)**, Anthropic, 2026 · verify
- Claude Certified Architect, Foundations **(CCAR-F)**, Anthropic, 2026 · verify
- Claude Certified Developer, Foundations **(CCDV-F)**, Anthropic, 2026 · verify
- Claude Partner Badge, Claude Code, Anthropic, 2026 · verify
- Anthropic Academy Completion, Anthropic, 2026
- Rewst Foundations; Rewst Clean Automation, Rewst, 2024
- CompTIA A+; CompTIA Network+ (2014)

Education

- AAS, Computer Information Systems, Portland Community College, 2015

- BS, Computer Science (incomplete), Hartwick College, 2000 to 2002
- BS, Communications (incomplete), Greensboro College, 2002 to 2004
- Post-graduate year, Bridgton Academy, 2000

Skills index

Keyword-dense for ATS and AI screeners. See the complete knowledge graph here: https://iambraun.com/cv/skills-graph.html

Service delivery & quality ops · continuous improvement; solution architecture; service delivery reporting; automation adoption; quality assurance program; CSAT programs

ITSM & process · problem management; service delivery management; ticket queue management; post-incident reviews; process design; PSA platforms; ITIL and change advisory board; preventive process change; custom enterprise SLAs; ticket trend analysis

Security · conditional access; security awareness training; security incident response; vulnerability management; API key management; Cloudflare Zero Trust

AI & agentic engineering · evaluation harnesses; agent orchestration; context engineering; human-in-the-loop; hybrid retrieval; LLM-as-a-Judge; AI enablement; AI governance; Claude Code; MCP; RAG; system prompt design

Cloud & infrastructure · Docker; Linux; Azure; AWS; client systems deployment; CI/CD pipelines; systemd; production incident response; multi-tenant architecture; cloud cost governance

Automation & scripting · client onboarding automation; secure automation; low-code/pro-code hybrid integration; event-driven webhook automation; continuous deployment; deployment automation; automated reporting; custom integrations; workflow automation; build automation; Azure Functions; Shell scripting · via GenAI: PowerShell; Python

Leadership & people · Quality Operations; documentation; team and department leadership; mentoring, hiring, and technical interviewing; escalation and incident management; business training program; mentoring to promotion; SOPs, KPIs, and SLAs; executive reporting; M&A support

Solutions Engineering · discovery and scoping; demo environments; executive-to-engineering translation; proof-of-concept builds; discovery to go-live; post-sales implementation; post-sales engineering; Customer Relationship Management; technical account management

Incident & escalation management · incident command; root cause analysis; data recovery; cross-team coordination; directing client staff; escalation tier design

Client success & commercial · endpoint management; quarterly business reviews; escalation management; technical discovery; client onboarding; vendor management; RMM; stakeholder communication; pre-sales engineering; client de-escalation; ITSM implementation; multi-site support

Hoja de Vida

ESPAÑOL · ENGLISH VERSION ABOVE

Resumen

De los cubículos de atención al cliente y soporte L1 a liderar equipos de entrega de servicios MSP, fundar un Centro de Excelencia en Automatización y diseñar sistemas de IA empresariales: mi carrera se ha construido subiendo de nivel sin descanso para resolver el siguiente cuello de botella. Hoy construyo integraciones de producción en Python/FastAPI, flujos de trabajo de IA deterministas y sistemas RAG con citas verificables, junto con transformación práctica de mesas de servicio y transferencia de capacidades. En resumen, convierto procesos frágiles y cuellos de botella en la entrega de servicios en operaciones confiables y autosostenibles. Vea mi portafolio completo en iambraun.com/cv y workflowtech.ai.

Aspectos destacados

- En ZAG: lideré la ingeniería de soporte del cliente más grande de la firma, una **empresa de 25.000 empleados, 50.000 endpoints, el 73% del negocio**, coordinando los equipos de SOC, NOC y del cliente.
- En LightPoint: creé y dirigí un departamento de operaciones de sistemas de **11 personas** para **más de 90 clientes y más de 5.500 endpoints**.
- En ZAG: reduje el onboarding manual de usuarios en **más del 80%** con automatización en Rewst.
- En ZAG: reduje la preparación de pruebas de concepto de preventa en **más del 50%** con soluciones plantilla construidas con IA generativa.
- En ZAG: puse en marcha un **departamento de Operaciones de Calidad**, de la carta fundacional a operativo en su primer año.
- En ZAG: encabecé la entrega de una plataforma greenfield de **ServiceNow ITSM** para una **empresa de $7 mil millones**.
- En ZAG: construí una matriz de habilidades de IA generativa para toda la empresa en una revisión de fusión y adquisición; **adoptada por 100 empleados**.
- En EGI: fundé y opero en solitario una plataforma de IA en producción (**seis productos en vivo**) como **Claude Certified Architect**.

Experiencia

Founder & Executive Engineer

Eudai Gestalt Integrations LLC · workflowtech.ai · Abr 2025 al presente

- Fundé Eudai Gestalt Integrations (EGI) en abril de 2025 y la llevé del caso de negocio y el plan de entrega a un estudio de integraciones de IA en operación.
- Opero **seis sistemas en producción** en solitario con seguridad incorporada en la entrega: verificación HMAC-SHA256 de webhooks con ventana de repetición, identidad delimitada por tenant, entrada validada por esquema, escaneo automático de secretos y topes de gasto que se cierran ante fallos.
- Entrego con disciplina: **2.902 commits**, **1.176 pull requests fusionados** y **4.648 pruebas automatizadas** ejecutadas como compuertas de merge en **14 repositorios** (registro público de GitHub, sep 2026).
- **Anthropic Claude Certified Architect (Professional)**, llevando a producción flujos de trabajo multiagente, RAG y frameworks de evaluación. (https://workflowtech.ai/portfolio.html)

Client Services Engineer → Lead Client Services Engineer → Quality Operations Engineer

ZAG Technical Services · San Jose, CA · Remoto · MSP · Partner Gold de Microsoft · 2022 a 2025 · Ascendido dos veces, la primera en menos de 90 días

- Incident Manager: ejercí el mando de incidentes mayores en todos los clientes, coordinando los equipos de SOC, NOC y del cliente.

- Lideré la ingeniería de soporte del cliente más grande de ZAG, el 73% del negocio en un MSP de unos 100 clientes: una empresa de 25.000 empleados con 50.000 endpoints.
- Fui responsable de la preventa de punta a punta (descubrimiento, entornos de demo en vivo, paquetes de escenarios, construcción de POC) y reduje la preparación de POC en más del 50%;
- Reduje el onboarding manual en más del 80% con automatización segura en Rewst que conectaba Microsoft 365 y Entra ID con el PSA, la documentación y las aplicaciones de negocio, detrás de portales de cliente unificados.
- Trabajé con Nexthink y su equipo en un cliente de $7B donde lideré el soporte; aprendí por mi cuenta Nexthink Infinity (DEX) y MSPBots para construir desde cero los reportes de entrega de servicio, los reportes de KPI y SLA con los que operaba el equipo ejecutivo.

Systems Support Engineer I → II → Team Lead → SysOps Team Lead

LightPoint NW · Portland, OR · MSP · Partner Gold de Microsoft · 2018 a 2022 · 90+ clientes, 5.500+ endpoints · Ascendido tres veces

- Ascendí de Systems Support Engineer I a SysOps Team Lead en cuatro años
- Creé y dirigí un departamento de operaciones de sistemas de 11 personas para más de 90 clientes y más de 5.500 endpoints en OR y WA.
- Ejecuté la entrega MSP de espectro completo, presencial y remota: colas de tickets de alto volumen, administración de Microsoft 365 y Google Workspace, ingeniería de sistemas, estandarización de parcheo y respaldos, seguridad de endpoints y de red (EDR/MDR, firewalls, filtrado DNS), y recuperación repetida de ransomware y respuesta de seguridad bajo alta presión.
- Ingeniero principal de escalamiento para incidencias complejas entre tenants, con comunicación directa con las partes interesadas durante las caídas.

Systems Engineer II · Technical Support Engineer · Founder · Contractor

Tier Two Consulting / New West Technologies / Alternation LLC / Robert Half · Portland, OR · 2013 a 2018

- Ingeniería de sistemas MSP, soporte de POS y pagos, y trabajo por contrato en entornos de MSP pequeños.

Technical Account Manager

Heartland Payment Systems · Remoto · Servicios Gestionados · 2009 a 2012

- Soporte de campo, éxito del cliente y gestión de cuentas.

Cargos anteriores

Ricoh USA / BBL Media · Portland, OR · 2005 a 2009

- Administración de contratos, Ricoh USA (2007 a 2009)

Habilidades principales

- El inventario completo está en el Índice de habilidades legible por máquina, en la página 3.

IA y automatización · Claude (API / MCP / Claude Code), Rewst (certificado), n8n, RAG

Liderazgo y entrega · liderazgo de equipos y departamentos, entrega de servicio, operaciones de calidad, preventa y soluciones

MSP y operaciones de TI · RMM y gestión de endpoints a escala, ITSM (ServiceNow), Microsoft 365 y Google Workspace, Entra / Intune, seguridad de endpoints (EDR/MDR), recuperación de ransomware

Credenciales

- Claude Certified Architect, Professional **(CCAR-P)**, Anthropic, 2026 · verificar
- Claude Certified Architect, Foundations **(CCAR-F)**, Anthropic, 2026 · verificar
- Claude Certified Developer, Foundations **(CCDV-F)**, Anthropic, 2026 · verificar
- Claude Partner Badge, Claude Code, Anthropic, 2026 · verificar
- Anthropic Academy Completion, Anthropic, 2026

- Rewst Foundations; Rewst Clean Automation
- CompTIA A+; CompTIA Network+ (2014)

Educación

- AAS, Sistemas de Información Computacional, Portland Community College, 2015
- BS, Ciencias de la Computación (incompleto), Hartwick College, 2000 a 2002
- BS, Comunicaciones (incompleto), Greensboro College, 2002 a 2004
- Año preparatorio previo a la universidad, Bridgton Academy, 2000

Índice de habilidades

Denso en palabras clave para ATS e IA : Ver aquí el grafo de conocimiento: https://iambraun.com/cv/skills-graph.html

Entrega de servicio y operaciones de calidad · continuous improvement; solution architecture; service delivery reporting; automation adoption; quality assurance program; CSAT programs

ITSM y procesos · problem management; service delivery management; ticket queue management; post-incident reviews; process design; PSA platforms; ITIL and change advisory board; preventive process change; custom enterprise SLAs; ticket trend analysis

Seguridad · conditional access; security awareness training; security incident response; vulnerability management; API key management; Cloudflare Zero Trust

IA y ingeniería agéntica · evaluation harnesses; agent orchestration; context engineering; human-in-the-loop; hybrid retrieval; LLM-as-a-Judge; AI enablement; AI governance; Claude Code; MCP; RAG; system prompt design

Nube e infraestructura · Docker; Linux; Azure; AWS; client systems deployment; CI/CD pipelines; systemd; production incident response; multi-tenant architecture; cloud cost governance

Automatización y scripting · client onboarding automation; secure automation; low-code/pro-code hybrid integration; event-driven webhook automation; continuous deployment; deployment automation; automated reporting; custom integrations; workflow automation; build automation; Azure Functions; Shell scripting · via GenAI: PowerShell; Python

Liderazgo y personas · Quality Operations; documentation; team and department leadership; mentoring, hiring, and technical interviewing; escalation and incident management; business training program; mentoring to promotion; SOPs, KPIs, and SLAs; executive reporting; M&A support

Ingeniería de soluciones · discovery and scoping; demo environments; executive-to-engineering translation; proof-of-concept builds; discovery to go-live; post-sales implementation; post-sales engineering; Customer Relationship Management; technical account management

Gestión de incidentes y escalamiento · incident command; root cause analysis; data recovery; cross-team coordination; directing client staff; escalation tier design

Éxito del cliente y comercial · endpoint management; quarterly business reviews; escalation management; technical discovery; client onboarding; vendor management; RMM; stakeholder communication; pre-sales engineering; client de-escalation; ITSM implementation; multi-site support