



David G. Braun

SR. SOLUTIONS ENGINEER ·
ANTHROPIC CLAUDE CERTIFIED ARCHITECT

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PROFILE

Senior solutions engineer with 17+ years across MSP, infrastructure, and pre-sales. Multi-certified with deep roots in the Microsoft stack, with a track record of building automation that holds up in production and teams that prioritize excellence. I thrive on leading initiatives, building products that improve lives, and I translate cleanly between executive and engineering audiences. Available for remote contract engagements through a US LLC.

EXPERIENCE

Founder & Executive Engineer

2025 - Present

Eudai Gestalt Integrations LLC · workflowtech.ai · Remote (US LLC)

Platform Agnostic Automation · Anthropic · Rewst · Microsoft Entra · Microsoft Intune · Microsoft 365 · MSP Vendors · PowerShell · Docker · GitHub · Cloudflare

- Founded Eudai Gestalt Integrations, a managed automation and applied-AI firm for MSPs and mid-market organizations, delivering intelligent, self-hosted solutions that build client capability instead of vendor dependency.
- **Certified Claude Architect (Professional) and a registered Anthropic Partner**; completed Anthropic Academy and ship production agents, skills, and tools on the Claude platform.
- Designed and shipped **GestaltWorkframe**, a production automation-intelligence platform (FastAPI + Next.js): local-first LLM routing with budget-governed Claude fallback, role-based access control, and a citation-grounded automation CODEX. Live as the EGI assistant at workflowtech.ai.
- Architected **GestaltWorkframeEDU**, a self-generating LMS with snap-in program modules: an LLM program-generation engine (OpenRouter or Anthropic) that builds research-backed, cited curricula, backed by a ~12,000-video grounded content index, adaptive assessment, Microsoft Entra SSO, and xAPI/SCORM export.
- Built a reusable **AI-development framework**: agent operating doctrine, production Next.js app templates, and model-routing and coding standards, the internal engine behind these platforms.
- Stood up a production Rewst tenant from zero: Microsoft Cloud integration bundle, service-principal architecture, and Azure scoping for enterprise workflow deployment.
- Built and open-sourced **msp-automation-api**, consolidating a broad library of MSP automations behind a single endpoint (github.com/GestaltWorks/msp-automation-api).

Quality Operations Engineer → Service Engineering Team Lead → Support Engineer II

2022 - 2025

ZAG Technical Services · MSP · Promoted twice

Rewst · Halo · ConnectWise · ServiceNow · Microsoft Entra/365/Intune · NexThink DEX · PowerShell · Threatlocker · MSPBots · N-able · Docker · GitHub

- Led secure Rewst workflow development integrated with Microsoft Entra and Intune, reducing manual onboarding effort by **80%+** across the client base.
- Owned pre-sales engineering deliverables: live demo environments, scenario packs, and proof-of-concept builds. Cut POC preparation time by **50%+** through reusable scaffolding.
- Managed and mentored a team of up to six engineers, conducting performance reviews and training plans that produced multiple internal promotions.
- Built ZAG Edu and ZAG Forms, internal enablement and intake platforms supporting hundreds of users with standardized onboarding, training tracking, and operational transparency.
- Acted as primary escalation point for live-fire incidents, owning containment, root-cause analysis, and process changes to prevent recurrence.

- Designed and shipped a skills-matrix tool used during M&A diligence to map technical capabilities across acquired entities.

Sr. Systems Administrator & Systems Operations Lead

2018 – 2022

LightPoint NW · MSP · 90+ clients, 5,500+ endpoints

Active Directory · Microsoft 365 · Endpoint security · Patching & backup · Incident response · ConnectWise · Veeam

- Led an 11-person systems operations team through endpoint hardening, patching standardization, backup integrity overhaul, and recovery from a ransomware event.
- Streamlined client onboarding and offboarding, reducing handoff errors and average response time across the queue.
- Conducted technical interviews, hired, and built structured training that grew junior engineers into senior roles.
- Acted as lead escalation engineer for cross-tenant complex issues, with direct stakeholder communication during outage response.

Earlier Roles

2009 – 2018

Tier Two Consulting · New West Technologies · Heartland Payment Systems · Alternation LLC · Robert Half

- Systems engineering, application support, and technical account management across SMB and enterprise contexts.
- First attempt at founding an MSP (Alternation LLC) produced more useful lessons than revenue and informs every operating decision since.

SKILLS & COMPETENCIES

AI-First Approach: Anthropic Academy Completionist. Tokens as a unit of economics. MS/OpenAI Partner program: 2019

Workflow automation & scripting: Rewst (certified), n8n, custom Python and PowerShell

MSP platforms: ConnectWise, Halo, ServiceNow, NexThink DEX, Threatlocker, MSPBots, N-Able, Auvik

Architecture & integration: IAM, RBAC, API integration, secure intake routing, audit logging by design, custom Python solutions

Infrastructure: Docker, Linux administration, Cloudflare, WireGuard, AWS & Azure migration

Service delivery: SLA design, escalation management, queue optimization, incident response

Languages: English (native; English & Communications major), Spanish (advanced, non-native), Java (took some classes), Python/Next.js (b/c LLM)

Agentic Engineering & Architecture: Shipped multiple production skills and tools. Claude Certified Architect Professional.

Microsoft stack: Entra ID, Intune, 365, Teams, Power Platform-adjacent

Pre-sales engineering: Discovery, scoping, demo design, POC ownership, technical narrative, requirements gathering

Testing & Q/A: Claude-backed GitHub actions CI workflows triggered via gh CLI authentication. Target 80% code coverage with complete e2e storytelling.

Documentation & enablement: Playbook authoring, KB systems, internal training platforms. GestaltWorkframeEDU.

Team leadership: Hiring, mentorship, performance review, technical enablement

CREDENTIALS & EDUCATION

CERTIFICATIONS

Claude Certified Architect Professional · Anthropic Academy Completion · Rewst Foundations · Rewst Clean Automation · ServiceNow SysAdmin · CompTIA A+ / Network+

EDUCATION

AAS, Computer Information Systems · Portland Community College, 2015. Mercy Corps NW Small Business Development Program. Communication and Computer Science coursework, Hartwick & Greensboro Colleges.