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

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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