the résumé of JOEY DAY

PROFESSIONAL EXPERIENCE >

IT SITE SUPPORT AGENT, Western Governors University

Salt Lake City, Utah

Aug 2005-Present

Answer telephone, e-mail, and ticket system requests from 1,000+ local faculty and staff members about a variety of software, hardware, and network issues. Assist with training of new team members.

Associate (part time), Christian Gift and Bible

Midvale, Utah

Jul 2004-May 2009

- Created and maintained brochure format website (christiangiftandbible.com) for local Christian bookstore.
- Assisted customers, managed cash register, received and stocked inventory.

WEB DESIGN CONSULTANT (part time), Goleman Networks

Salt Lake City, Utah

Dec 2005-Dec 2006

Designed custom websites and assisted with other odd jobs for clients of a small web consulting firm.

Youth Intern, Southeast Baptist Church

Salt Lake City, Utah

Jun 2005-Aug 2005

Assisted Youth Pastor with daily responsibilities. Created interactive Flash website (no longer online).

CUSTOMER SUPPORT REPRESENTATIVE, Content Watch, Inc.

Salt Lake City, Utah

Aug 2002-Jun 2005

• Answered technical support/sales queries concerning a line of software products via phone and e-mail for software company of 35+ staff members.

Skills >

- Web user interface/interaction design in HTML, XHTML, CSS, JavaScript. Web application development in PHP. Graphic design in Adobe Fireworks.
- Proficient in Apple Mac OS X, Microsoft Windows XP/Vista, Ubuntu Linux; Microsoft Office, OpenOffice.org.
- Adept with regular expressions and macros. Always looking for new ways to be more efficient.
- Naturally outgoing. Able to remain calm and diplomatic when interacting with angry or upset people.

Awards and Certifications >

COMPTIA SECURITY+ CERTIFICATION, Computing Technology Industry Association, Inc.	Aug 2011
CIW DATABASE Specialist, Certification Partners	Mar 2011
COMPTIA NETWORK+ CERTIFICATION, Computing Technology Industry Association, Inc.	Nov 2009
CERTIFIED LANDESK ENGINEER, LANDESK Software	Feb 2008
Microsoft Certified Professional (270), Microsoft Corporation	Oct 2007
Excellence in Service, Western Governors University	Jul 2007
COMPTIA 1-NET+ CERTIFICATION, Computing Technology Industry Association, Inc.	Aug 2006
First place website, ACUI Steal This Idea Contest	Jun 2004
Eagle Scout, Boy Scouts of America	Oct 1994

Education >

Bachelor of Science in Information Technology, Western Governors University

expected Mar 2012

Volunteer Experience >

Deacon, Southeast Baptist Church	Salt Lake City, Utah	Aug 2007–Aug 2010	
Proprietor, Homestar Runner Wiki Salt Lake City, Utah Oct 2003–Aug 2010 ■ Creator/administrator of website averaging 100,000+ unique visitors per month (hrwiki.org).			
Web Team Member, Southeast Baptist Church Helped maintain church website (southeastbaptist.org).	Salt Lake City, Utah	Feb 2005–Feb 2007	
Director of Technology, Union Programming Council	Salt Lake City, Utah	Apr 2003–Apr 2004	

Designed, implemented, and maintained University of Utah A. Ray Olpin Union website (no longer online).

Louisville, Kentucky

Nov 1998-Dec 2000

MISSIONARY, The Church of Jesus Christ of Latter-day Saints