

# JOEY DAY

## PROFESSIONAL EXPERIENCE ›

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- IT Service Desk Technician**, *Western Governors University* Salt Lake City, Utah Aug 2005–Present
- Assist development and network teams with project planning, user interface/interaction design, and deployment of new IT systems for online university with 600+ faculty and staff members.
  - Answer telephone, email, and ticket system requests from students, faculty, and staff about a variety of software, hardware, and network issues. Primary trainer for new team members.
- Associate (part time)**, *Christian Gift and Bible* Midvale, Utah Jul 2004–May 2009
- Created and maintain brochure format website ([christiangiftandbible.com](http://christiangiftandbible.com)) for local Christian bookstore.
  - Assist customers, manage cash register, receive and stock 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**, *ContentWatch, Inc.* Salt Lake City, Utah Aug 2002–Jun 2005
- Answered technical support/sales queries concerning a line of software products via phone and email for software company of 35+ staff members.

## SKILLS ›

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- 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 ›

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- Certified LANDesk Engineer**, *LANDesk Software* Feb 2008
- Microsoft Certified Professional (270)**, *Microsoft Corporation* Oct 2007
- Excellence in Service**, *Western Governors University* Jul 2007
- CompTIA i-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 ›

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- West Jordan High School** West Jordan, Utah 1998

## VOLUNTEER EXPERIENCE ›

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- Deacon**, *Southeast Baptist Church* Salt Lake City, Utah Aug 2007–Present
- Proprietor**, *Homestar Runner Wiki* Salt Lake City, Utah Oct 2003–Present
- Creator/administrator of website averaging 90,000+ unique visitors per month ([hrwiki.org](http://hrwiki.org)).
- Web Team Member**, *Southeast Baptist Church* Salt Lake City, Utah Feb 2005–Feb 2007
- Helped maintain church website ([southeastbaptist.org](http://southeastbaptist.org)).
- 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).
- Missionary**, *The Church of Jesus Christ of Latter-day Saints* Louisville, Kentucky Nov 1998–Dec 2000