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# Joey Day

## Professional Experience ›

**IT Site Support Agent**, *Western Governors University* Salt Lake City, Utah Aug 2005–Present

* Answer telephone, email, 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**, *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 ›

* 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 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 ›

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

## 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* Salt Lake City, Utah Feb 2005–Feb 2007

* Helped maintain church website (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