

the résumé of JOEY DAY

PROFESSIONAL EXPERIENCE >

IT SITE SUPPORT AGENT, <i>Western Governors University</i>	Salt Lake City, Utah	Aug 2005–Present
<ul style="list-style-type: none">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), <i>Christian Gift and Bible</i>	Midvale, Utah	Jul 2004–May 2009
<ul style="list-style-type: none">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), <i>Goleman Networks</i>	Salt Lake City, Utah	Dec 2005–Dec 2006
<ul style="list-style-type: none">Designed custom websites and assisted with other odd jobs for clients of a small web consulting firm.		
YOUTH INTERN, <i>Southeast Baptist Church</i>	Salt Lake City, Utah	Jun 2005–Aug 2005
<ul style="list-style-type: none">Assisted Youth Pastor with daily responsibilities. Created interactive Flash website (no longer online).		
CUSTOMER SUPPORT REPRESENTATIVE, <i>ContentWatch, Inc.</i>	Salt Lake City, Utah	Aug 2002–Jun 2005
<ul style="list-style-type: none">Answered technical support/sales queries concerning a line of software products via phone and e-mail 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 >

COMPTIA SECURITY+ CERTIFICATION, <i>Computing Technology Industry Association, Inc.</i>	Aug 2011
CIW DATABASE SPECIALIST, <i>Certification Partners</i>	Mar 2011
COMPTIA NETWORK+ CERTIFICATION, <i>Computing Technology Industry Association, Inc.</i>	Nov 2009
CERTIFIED LANDESK ENGINEER, <i>LANDesk Software</i>	Feb 2008
MICROSOFT CERTIFIED PROFESSIONAL (270), <i>Microsoft Corporation</i>	Oct 2007
EXCELLENCE IN SERVICE, <i>Western Governors University</i>	Jul 2007
COMPTIA I-NET+ CERTIFICATION, <i>Computing Technology Industry Association, Inc.</i>	Aug 2006
FIRST PLACE WEBSITE, <i>ACUI Steal This Idea Contest</i>	Jun 2004
EAGLE SCOUT, <i>Boy Scouts of America</i>	Oct 1994

EDUCATION >

West Jordan High School	West Jordan, Utah	1998
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VOLUNTEER EXPERIENCE >

DEACON, <i>Southeast Baptist Church</i>	Salt Lake City, Utah	Aug 2007–Aug 2010
PROPRIETOR, <i>Homestar Runner Wiki</i>	Salt Lake City, Utah	Oct 2003–Aug 2010
<ul style="list-style-type: none">Creator/administrator of website averaging 100,000+ unique visitors per month (hrwiki.org).		
WEB TEAM MEMBER, <i>Southeast Baptist Church</i>	Salt Lake City, Utah	Feb 2005–Feb 2007
<ul style="list-style-type: none">Helped maintain church website (southeastbaptist.org).		
DIRECTOR OF TECHNOLOGY, <i>Union Programming Council</i>	Salt Lake City, Utah	Apr 2003–Apr 2004
<ul style="list-style-type: none">Designed, implemented, and maintained University of Utah A. Ray Olpin Union website (no longer online).		
MISSIONARY, <i>The Church of Jesus Christ of Latter-day Saints</i>	Louisville, Kentucky	Nov 1998–Dec 2000