

# the résumé of JOEY DAY

## PROFESSIONAL EXPERIENCE >

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| IT SITE SUPPORT AGENT, <i>Western Governors University</i>  | Salt Lake City, Utah | Aug 2005–Present  |
| <ul style="list-style-type: none"><li>▪ 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.</li></ul> |                      |                   |
| ASSOCIATE (part time), <i>Christian Gift and Bible</i>  | Midvale, Utah        | Jul 2004–May 2009 |
| <ul style="list-style-type: none"><li>▪ Created and maintained brochure format website (christiangiftandbible.com) for local Christian bookstore.</li><li>▪ Assisted customers, managed cash register, received and stocked inventory.</li></ul>        |                      |                   |
| WEB DESIGN CONSULTANT (part time), <i>Goleman Networks</i>  | Salt Lake City, Utah | Dec 2005–Dec 2006 |
| <ul style="list-style-type: none"><li>▪ Designed custom websites and assisted with other odd jobs for clients of a small web consulting firm.</li></ul>   |                      |                   |
| YOUTH INTERN, <i>Southeast Baptist Church</i>   | Salt Lake City, Utah | Jun 2005–Aug 2005 |
| <ul style="list-style-type: none"><li>▪ Assisted Youth Pastor with daily responsibilities. Created interactive Flash website (no longer online).</li></ul>  |                      |                   |
| CUSTOMER SUPPORT REPRESENTATIVE, <i>ContentWatch, Inc.</i>  | Salt Lake City, Utah | Aug 2002–Jun 2005 |
| <ul style="list-style-type: none"><li>▪ Answered technical support/sales queries concerning a line of software products via phone and e-mail for software company of 35+ staff members.</li></ul>   |                      |                   |

## 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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| 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 >

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

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