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# 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,** *ContentWatch, 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 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 ›

**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*        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