

JAY MICHAEL KATIP

INSTRUCTOR / DESIGNER / DEVELOPER
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[SKILLS]

[TRAINING]

- PUBLIC SPEAKING
- INSTRUCTIONAL DESIGN
- E-LEARNING COURSE CREATION
- PRESENTATION
- CURRICULUM DEVELOPMENT
- LEARNING MANAGEMENT SYSTEMS

[DESIGN]

- ADOBE BRIDGE
- ADOBE PHOTOSHOP
- ADOBE LIGHTROOM
- ADOBE ANIMATE / FLASH
- ADOBE PREMIERE
- ADOBE ACROBAT
- ADOBE ILLUSTRATOR
- ADOBE INDESIGN
- ADOBE DREAMWEAVER
- ADOBE AFTER EFFECTS

[WEB DESIGN / DEVELOPMENT]

- HTML
- JAVASCRIPT
- PHP
- CSS
- DATABASE DESIGN
- DATABASE ADMINISTRATION

[WEB SERVER ADMINISTRATION]

- APACHE
- MYSQL / MARIADB
- CPANEL
- HELP DESK TECHNICAL SUPPORT
- NGINX
- LINUX
- CWP
- TROUBLESHOOTING

[MICROSOFT OFFICE]

- ACCESS
- ONENOTE
- SHAREPOINT
- EXCEL
- POWERPOINT
- WORD

[FREELANCE EXPERIENCE]

FREELANCE INSTRUCTOR

2011 - PRESENT

- FACILITATED REMOTE TRAINING SESSIONS
- FACILITATED IN-PERSON TRAINING SESSIONS
- PREPARED TRAINING MATERIALS

FREELANCE DESIGNER

2000 - PRESENT

- GRAPHIC DESIGN
- WEB DESIGN & DEVELOPMENT
- VIDEO PRODUCTION

[EMPLOYMENT HISTORY]

[TECHNICAL SUPPORT EXPERT]

INMOTION HOSTING

2022 - 2024

VIRGINIA BEACH, VA (REMOTE)

- DIAGNOSED AND RESOLVED ISSUES
- ALMA LINUX
- WHM / CPANEL
- APACHE
- DNS
- SSH
- WORDPRESS
- MYSQL / MARIADB
- PHONE, CHAT, TICKETS, AND EMAIL SUPPORT
- CENTOS
- CWP
- NGINX
- EMAIL
- FTP
- PHP
- ZENDESK

[MARKETING SPECIALIST]

EDGE INDUSTRIAL SUPPLY

2019 - 2021

FORT WAYNE, IN (HYBRID)

- CREATED MARKETING MATERIALS
- MAINTAINED CUSTOMER-FACING WEBSITE
- AUTOMATED PRODUCT AND PRICING UPDATES
- MANAGED MARKETING CAMPAIGNS
- MIGRATED EXISTING WEBSITE TO BIGCOMMERCE
- BUILT CUSTOM INTERNAL WEB-BASED TOOLS

[TRAINING SPECIALIST]

ADITI CONSULTING - ON ASSIGNMENT AT: DEPUY SYNTHES, A JOHNSON & JOHNSON COMPANY

2018 - 2019

WARSAW, IN

- MANAGED LEARNING MANAGEMENT SYSTEM (COMPLIANCEWIRE)
- SUPPORTED LMS USERS BY PHONE AND EMAIL
- TRACKED STATUS OF DOCUMENTATION UPDATES

[TRAINING SPECIALIST]

COMPUTER AID, INC. - ON ASSIGNMENT AT: ALLEGHENY COUNTY DEPARTMENT OF HUMAN SERVICES

2015 - 2016

PITTSBURGH, PA

- CREATED & UPDATED E-LEARNING COURSES
- CREATED JOB AIDS
- CREATED & UPDATED TRAINING MATERIALS
- REDESIGNED TRAINING DEPARTMENT WEBSITE

[BUSINESS PROCESS MANAGEMENT ANALYST]

TUBE CITY IMS

2014 - 2015

GLASSPORT, PA

- HIRED FROM CONTRACTOR TO FULL TIME
- CREATED AND MAINTAINED TRAINING WEBSITE
- CREATED AND UPDATED TRAINING VIDEOS
- LED ONLINE TRAINING SESSIONS
- MAPPED BUSINESS PROCESSES
- CREATED AND UPDATED TRAINING MATERIALS
- MANAGED TRANSLATION OF TRAINING MATERIALS
- MANAGED INTERNS

[TRAINING COORDINATOR / TECHNICAL WRITER]

K-FORCE - ON ASSIGNMENT AT: TUBE CITY IMS

2013 - 2014

GLASSPORT, PA

- CREATED AND MAINTAINED TRAINING WEBSITE
- CREATED AND UPDATED TRAINING VIDEOS
- LED ONLINE TRAINING SESSIONS
- MAPPED BUSINESS PROCESSES
- CREATED AND UPDATED TRAINING MATERIALS
- MANAGED TRANSLATION OF TRAINING MATERIALS

[TRAINING VIDEO PRODUCER / WEB DESIGNER]

ADVANCED BUSINESS SERVICES

2012 - 2013

WARSAW, IN (REMOTE)

- CREATED TRAINING VIDEOS
- DESIGNED WEBSITES

[INSTRUCTOR]

NEW HORIZONS COMPUTER LEARNING CENTER

2007 - 2011

PITTSBURGH, PA

- FACILITATED INSTRUCTOR LED TRAINING SESSIONS
- CREATED & UPDATED INTERACTIVE E-LEARNING COURSES
- MENTORED LEARNING LAB EXPERT
- DEVELOPED & UPDATED TRAINING MATERIALS

[EMPLOYMENT HISTORY]

[TRAINER]

OUTSOURCING SERVICES, INC

2004 - 2006
Pittsburgh, PA

- FACILITATED COMPUTER USAGE TRAINING
- DEVELOPED & UPDATED TRAINING MATERIALS
- MONITORED REPRESENTATIVE'S CALLS FOR QA
- FACILITATED CALL CENTER SOFT SKILLS TRAINING
- MANAGED THE PEER ASSISTED LEARNING TEAM
- HANDLED ESCALATED SUPERVISOR CALLS

[WEBMASTER]

BERDA COMPUGRAPHIX

2000 - 2003
ALIQUPPA, PA

- REDESIGNED WEBSITE
- MAINTAINED WEBSITE

[EDUCATION]

[ROBERT MORRIS UNIVERSITY]

DEGREE:
BACHELOR OF ARTS
COMMUNICATIONS (MEDIA PRODUCTION)

2003
PITTSBURGH, PA

[GRACE COLLEGE]

MAJOR:
MANAGEMENT OF INFORMATION SYSTEMS
MULTIMEDIA PRODUCTION

1997 - 1999
WINONA LAKE, PA

