

Jay Michael Katip

Technical Expert, Instructor · Designer · Developer · Media Producer

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PROFESSIONAL EXPERIENCE

CEO / Lead Instructor

2025 — Present

Tungsten Technology Corporation

- Created Tungsten Technology Corporation to expand on freelance teaching work
- Manage contract sales team
- Oversee all business operations
- Coordinate training program delivery
- Handle financial and administrative tasks
- Drive client acquisition and retention

Freelance Designer / Freelance Developer

2003 — Present

Freelance

- Designed Business Cards
- Designed Logos
- Designed Posters
- Created and Edited Videos
- Designed and Developed Web Sites

Freelance Instructor

2011 — 2025

Freelance

- Facilitated instructor led training sessions
- Prepared training materials

Technical Support Expert

2022 — 2024

InMotion Hosting · Virginia Beach, Virginia · Remote

- Diagnosed and resolved customer issues
- Supported customers over Phone, Chat, Tickets, and Email

Marketing Specialist

2019 — 2021

Edge Industrial Supply · Fort Wayne, Indiana · Hybrid

- Created print and digital marketing materials
- Managed Marketing Campaigns
- Maintained customer-facing website
- Migrated existing website to BigCommerce
- Built a custom-developed customer-facing website
- Built custom internal tools to manage Customers, Products, Marketing Campaigns, Time Off Requests
- Automated product and pricing updates from Home Depot Pro Specialty Trades to internal tools, BigCommerce, QuickBooks, RealPage, Ops Technology, Yardi, and Nexus

Training Specialist

2018 — 2019

Aditi Consulting — on assignment at DePuy Synthes, a Johnson & Johnson Company · Bellvue, Washington · Onsite

- Managed Learning Management System (ComplianceWire)
- Supported LMS users by Phone and Email
- Tracked status of documentation updates

Training Specialist

2015 — 2016

Computer Aid, Inc. — on assignment at Allegheny County Department of Human Services · Allentown, Pennsylvania · Onsite

- Created & Updated Interactive E-Learning Courses
- Created & Updated Instructor & Learner Workbooks
- Worked with Subject Matter Experts to create Job Aids
- Redesigned multiple project/department training websites into a single comprehensive training site

Business Process Management Analyst

2014 — 2015

Tube City IMS · Glassport, Pennsylvania · Onsite

- Mapped Business Processes
- Created and Maintained Training Website
- Created and Updated Printed Training Materials
- Created and Updated Training Videos
- Managed Translation of Training Materials
- Led Online Training Sessions
- Managed Interns
- Managed User Accounts

Training Coordinator / Technical Writer

2013 — 2014

K-Force — on assignment at Tube City IMS · Tampa, Florida · Onsite

- Mapped Business Processes
- Created and Maintained Training Website
- Created and Updated Printed Training Materials
- Created and Updated Training Videos
- Managed Translation of Training Materials
- Led Online Training Sessions
- Managed Interns
- Managed User Accounts

Video Producer / Web Designer

2012 — 2013

Advanced Business Services · Warsaw, INDIANA · Remote

- Created Training Videos
- Designed Web Sites

Instructor

2007 — 2011

New Horizons Computer Learning Center of Pittsburgh · Pittsburgh, Pennsylvania · Hybrid

- Facilitated instructor led training sessions
- Mentored Learning Lab Expert
- Created & Updated Interactive E-Learning Courses
- Developed & Updated Training Materials

Trainer

2004 — 2006

Outsourcing Services Inc. · Pittsburgh, Pennsylvania · Onsite

- Facilitated Computer Usage Training Sessions
- Facilitated Call Center Soft Skills Training Sessions
- Developed & Updated Training Materials
- Managed the Peer Assisted Learning (PAL) Team
- Monitored Representative's calls for Quality Control
- Handled escalated supervisor calls

Webmaster

2000 — 2003

Berda CompuGraphix · Aliquippa, Pennsylvania · Onsite

- Redesigned & Maintained Website

SKILLS

Adobe:

Acrobat, After Effects, Audition, Captivate, Creative Cloud, Dreamweaver, Illustrator, InDesign, Lightroom, Photoshop, Premiere

AI:

ChatGPT Codex, Claude Code, Cursor, Image Generation, Local AI, Music Generation, OpenCode, Text to Speech

Microsoft Office:

Access, Excel, OneNote, Outlook, PowerPoint, SharePoint, Word

Training:

Curriculum Development, E-Learning Course Creation, Instructional Design, Learning Management System Administration, Presentation, Public Speaking, Training Video Production

Web Design & Development:

CSS, HTML, Javascript, PHP, SQL

Web Server Administration:

Apache, Caddy, cPanel, MySQL / MariaDB, Nginx, PHP, PostgreSQL

OPERATING SYSTEMS

Linux:

Arch, CentOS, Debian, Void

macOS:

Mac OS 9, Mac OS X, macOS

Windows:

Windows 3.11, Windows NT 4.0, Windows 95, Windows 98, Windows Me, Windows 2000, Windows XP, Windows Vista, Windows 7, Windows 8, Windows 8.1, Windows 10, Windows 11

EDUCATION

Robert Morris University

BACHELOR OF ARTS — Communications (Media Production) · Moon Township (Pittsburgh), Pennsylvania

- Computer Lab Assistant
- Design Assistant, Public Relations Department
- Facilities Technician, Academic Media Center & Television Station
- Teaching Assistant

Grace College

Management of Information Systems (Multimedia Production) / Communications · Winona Lake, Indiana

- Computer Lab Assistant
- Yearbook Staff Member
- Paid to teach a professor Adobe After Effects