# Jay Michael Katip

Technical Trainer / Instructional Designer / Web Developer & Multimedia Designer
Prattville, Alabama | Open to Remote Work and Relocation | 334.604.1718 | mike@katip.name
https://mike.katip.name | LinkedIn: https://www.linkedin.com/in/mikekatip

## PROFESSIONAL SUMMARY

Technical trainer, instructional designer, web developer, and multimedia designer with more than 20 years of experience delivering instructor-led training, developing e-learning and job aids, administering learning management systems, designing and building websites and graphics, editing audio and video, and supporting technology systems.

## PROFESSIONAL EXPERIENCE

### Chief Executive Officer / Lead Instructor

Tungsten Technology Corporation | August 2025 - Present

- Founded a technical training company to expand freelance instruction services
- Coordinate training program delivery and manage contract sales
- Oversee business operations, client acquisition and retention, finance, and administration

### Freelance Web Developer / Designer

Freelance | January 2003 - Present

- Designed and developed websites for freelance clients
- Created client branding, print materials, and video content

### Freelance Instructor

Freelance | August 2011 - August 2025

- Delivered instructor-led technical training covering Adobe Creative Suite, Microsoft Office, web development, and CompTIA A+ topics
- Developed course materials to support classroom instruction

### Technical Support Expert

InMotion Hosting | Virginia Beach, Virginia | Remote | August 2022 - July 2024

- Diagnosed and resolved web hosting issues involving cPanel, Apache, Nginx, DNS, email, SSH, FTP, WordPress, PHP, and MySQL
- Supported customers through phone, chat, support tickets, and email

### Marketing Specialist

Edge Industrial Supply | Fort Wayne, Indiana | Hybrid | December 2019 - October 2021

- Created print and digital marketing materials and managed marketing campaigns
- Maintained and migrated the customer-facing website to BigCommerce
- Developed customer-facing and internal web tools for managing customers, products, marketing campaigns, and time-off requests
- Automated product and pricing updates across internal tools, BigCommerce, QuickBooks, RealPage, Ops Technology, Yardi, and Nexus

### Training Specialist

Aditi Consulting | Client: DePuy Synthes, a Johnson & Johnson Company | Warsaw, Indiana | Hybrid | July 2018 - October 2019

- Administered the ComplianceWire learning management system
- Supported learning management system users by phone and email
- Tracked the status of documentation updates

### Training Specialist

Computer Aid, Inc. | Client: Allegheny County Department of Human Services | Pittsburgh, Pennsylvania | Onsite | July 2015 - May 2016

- Developed and maintained interactive e-learning courses, instructor workbooks, and learner workbooks
- Partnered with subject matter experts to create job aids
- Consolidated multiple project and department training websites into one comprehensive site

### Business Process Management Analyst

Tube City IMS | Glassport, Pennsylvania | Onsite | January 2014 - June 2015

- Mapped business processes and translated them into training materials
- Created and maintained a training website, printed materials, and training videos
- Led online training sessions and coordinated training-material translations
- Managed interns and user accounts

### Training Coordinator / Technical Writer

K-Force | Client: Tube City IMS | Glassport, Pennsylvania | Onsite | February 2013 - January 2014

- Documented business processes and developed technical training materials
- Created and maintained training websites, videos, and printed resources
- Delivered online training and coordinated content translation
- Managed interns and user accounts

### Video Producer / Web Designer

Advanced Business Services | Warsaw, Indiana | Remote | January 2012 - February 2013

- Produced training videos and designed websites

### Technical Instructor

New Horizons Computer Learning Center of Pittsburgh | Pittsburgh, Pennsylvania | Hybrid | January 2007 - August 2011

- Delivered instructor-led technical training courses
- Developed interactive e-learning courses and supporting training materials

### Trainer

Outsourcing Services Inc. | Pittsburgh, Pennsylvania | Onsite | September 2004 - October 2006

- Delivered computer-use and call-center soft-skills training
- Developed training materials and managed the Peer Assisted Learning team
- Monitored representative calls for quality control and handled escalated supervisor calls

### Webmaster

Berda CompuGraphix | Aliquippa, Pennsylvania | Onsite | January 2000 - January 2003

- Redesigned and maintained the company website

## CERTIFICATIONS

Adobe Certified Expert | CompTIA A+ Certified Professional IT Technician | Microsoft Office Specialist

## EDUCATION

**Bachelor of Arts in Communications (Media Production)**
Robert Morris University | Moon Township (Pittsburgh), Pennsylvania

**Coursework in Management of Information Systems (Multimedia Production) and Communications**
Grace College | Winona Lake, Indiana

## SKILLS

### Artificial Intelligence (AI)

**Capabilities:** Image Generation, Local AI/LLM Deployment, Music Generation, Text-to-Speech
**Tools:** ChatGPT Codex, Claude Code, Cursor, OpenCode

### Multimedia Design

**Capabilities:** Audio Editing, Branding & Print Design, Graphic Design, Motion Graphics, Screen Recording, Video Production & Editing
**Tools:** Acrobat Pro, After Effects, Audacity, Audition, Avid, CorelDRAW, Creative Cloud, Dreamweaver, GIMP, Illustrator, InDesign, Inkscape, Lightroom, OBS Studio, Photoshop, Premiere Pro

### Office & Productivity Suites

**Microsoft Office:** Access, Excel, OneNote, Outlook, PowerPoint, SharePoint, Word
**Other Productivity Suites:** Google Workspace, LibreOffice, Lotus 1-2-3, Lotus Notes, ONLYOFFICE, WordPerfect

### Operating Systems, Virtualization, Networking & Storage Platforms

**Operating Systems:** FreeBSD, FreeDOS, Linux, macOS, MS-DOS, OpenBSD, Windows
**Virtualization Platforms:** Docker, KVM, LXC/LXD Containers, Parallels, Proxmox, QEMU, VirtualBox
**Network Platforms:** OPNsense, pfSense
**Storage Platforms:** Synology, TrueNAS, Unraid

### Training/Instructional Design

**Capabilities:** Adult Learning Principles, Assessment Design, Blended Learning, Business Process Mapping, Curriculum Development, eLearning Development, Facilitation & Public Speaking, Instructional Design, Instructor-Led Training, Job Aids & Performance Support, Learning Evaluation, LMS Administration & Support, Project Management, SME Collaboration, Storyboarding, Technical Writing, Training Needs Analysis, Virtual Instructor-Led Training
**Tools:** Adobe Connect, Captivate, Cisco WebEx, ComplianceWire LMS, Google Meet, Microsoft Teams, Zoom

### Web Design, Development, Hosting & Troubleshooting

**Capabilities:** DNS & Domain Management, E-commerce Development, Responsive Web Design, REST API Integration, SSL/TLS Administration, UX/UI Design, Web Accessibility, Web Hosting Troubleshooting
**Technologies & Platforms:** Apache, Caddy, cPanel, CSS, HTML, JavaScript, MySQL / MariaDB, Nginx, PHP, PostgreSQL, SQL, SSH/SFTP, WordPress