

Jay Michael Katip

Technical Trainer / Instructional Designer / Web Developer & Multimedia Designer

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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 information 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

CORE SKILLS

Training and Instructional Design: ComplianceWire, Curriculum Development, E-Learning Course Creation, Instructor Led Training, Instructional Design, Learning Management System Administration, Learning Management System Support, Technical Writing, Training Video Production

Content and Productivity Tools: Acrobat, After Effects, Audition, Captivate, Creative Cloud, Illustrator, InDesign, Photoshop, Premiere, Microsoft 365, Excel, PowerPoint, SharePoint, Word

Web and Systems: HTML, CSS, JavaScript, PHP, SQL, Apache, cPanel, MySQL / MariaDB, Nginx, PostgreSQL

AI Tools: ChatGPT Codex, Claude Code, Cursor, Image Generation, Local AI, Text to Speech

Operating Systems: Linux, macOS, Windows

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