

# Joel B Day

Support Engineer & Data Enthusiast

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## SUMMARY

Data driven support engineer with experience in program management and small business ownership. A self-starter with a passion for technology and information who thrives in a team environment and masters new tools, software, and concepts quickly and eagerly.

## EDUCATION

- 2015 - 2018** | **UNIVERSITY OF WASHINGTON**  
Bachelor of Science in Applied Physics and Astronomy (Honors). GPA: 3.74
- 2014 - 2016** | **SOUTH SEATTLE COLLEGE**  
Associates of Science. GPA: 3.80

## EXPERIENCE

- 2018 - Current** | **MICROSOFT – Support Engineer**  
Global Subject Matter Expert in multiple components. Responsible for designing and leading data driven product and process improvements.
- 2017 - 2018** | **UNIVERSITY OF WASHINGTON – Physics TA**  
Taught and graded Calculus Based Physics to ~120 students. Held study center and office hours.
- 2015 - 2017** | **UNIVERSITY BOOKSTORE – Technical Sales**  
Technical sales of computer hardware to UW students, staff, and faculty.
- 2012 - 2014** | **MOZ – Customer Support Engineer**  
Diagnose and solve user technical issues. Created a suite of tools used internally (Java, SQL, HTML, CSS). Training development and management.
- 2010 - 2012** | **NINTENDO OF AMERICA – Networking Support**  
Tier 3 networking support for NOA software and hardware. Home networking troubleshooting.

## PROFICIENCY AND SKILLS

- PYTHON/JAVA** ●●●●●●●●●●
- SQL/AZURE** ●●●●●●●●●●
- DATA ANALYSIS & VISUALIZATION** ●●●●●●●●●●
- TECHNICAL WRITING** ●●●●●●●●●●
- TECHNICAL PROBLEM SOLVING** ●●●●●●●●●●
- PROJECT MANAGEMENT** ●●●●●●●●●●

## LINKS

 <http://joelbd.com>  [linkedin.com/in/dayjoel](https://www.linkedin.com/in/dayjoel)  [github.com/joelbd](https://github.com/joelbd)