**Ethan Butterworth | Service Desk Analyst**

**Location: 631 Moston Lane, M40 5QD**

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Professional profile

Experienced IT Support Specialist with over five years of expertise in diagnosing, troubleshooting, and resolving a wide range of technical issues. Adept at providing exceptional customer service, managing hardware and software installations, and ensuring seamless system operations. Demonstrated ability to learn and adapt to new technologies quickly, making significant contributions to system improvements and user satisfaction.

Now seeking to transition into a web developer role, leveraging strong problem-solving skills, technical proficiency, and a passion for creating and optimizing web-based solutions.

Skills

|  |  |  |
| --- | --- | --- |
| * **Communication** * **Customer Service** * **Leadership** | * **Teamwork** * **Problem-solving** * **Critical thinking** | * **Dependability** * **Adaptability** * **Time management** |

Career summary

**May 2023 – Present Zuto, Manchester**

**Support Engineer**

*Outline*

Providing face-to-face, email, and instant messaging support. Responsible for diagnosing and resolving technical issues, ensuring efficient service request and incident management, and enhancing user satisfaction through effective communication and problem-solving.

*Key responsibilities*

* Provide technical support in a timely and Professional manner.
* Diagnose and resolve hardware and software issues for end users while escalating complex problems to appropriate teams when necessary.
* Configure and maintain laptops and other IT equipment.
* Onboard and offboard users.

*Key achievement/projects*

* *Revamped Knowledge Base (KB) system by implementing a structured organization framework and centralizing access, enhancing efficiency and usability for the team.*
* Led a comprehensive cable tidying initiative across four office floors, involving the systematic removal of redundant cables from desks, meticulous organization, and secure fastening using cable ties and clips. Resulted in enhanced workplace safety, improved aesthetics, and optimized workspace functionality.

**March 2021 – May 2023 Crane Payment Innovations, Oldham**

**Service Desk Analyst**

*Outline*

Providing internal first and second line support on site as well as globally by phone, emails and instant messaging. Logging and managing both service requests and incidents through till resolution to maximise company productivity and user satisfaction.

*Key responsibilities*

* Triage and prioritise tickets accordingly based on impact and urgency.
* Achieve daily ticket resolution goal.
* Achieve monthly KB creation goal.
* Identify and manage major incidents.
* Complete urgent tasks assigned from the security team.
* Complete monthly/quarterly audits.
* Onboard and offboard users.
* Image Desktops and Laptops.
* Build rapport with users, colleagues and other teams.
* Educate users within IT.
* Create and manage reports to assist and manage the Service Desk.

*Key achievement/projects*

* Awarded an ‘Above and Beyond’ award for excellent customer service.
* Trained 5 new Service Desk Analysts
* Was given ownership of our Offboarding process - provide improvements and training on this process.
* Improved the knowledge base so that KB’s were organised logically and removed duplicates.
* Improved Service Desk Training Matrix logically to dampen information overload.
* O365 Migration.
* Involved in a project where gathering information from IT managers and HR to organise and manage user accounts to allow the use of automation tools.
* Ladder and Fire Warden trained

**September 2018 – September 2020 BNY Mellon, Manchester**

**Service Desk Analyst**

*Outline*

Providing first line support globally by phone and live chat. Logging, resolving and escalating both service requests and incidents where required to maximise company productivity.

*Key responsibilities*

* Call logging and escalations.
* Enforcing the use of self service portals.
* Password resets.
* Troubleshooting software.
* Achieve 12 minute average handle time and a first time resolution rate above 90%.

*Key achievement/projects*

* Tier two training.
* O365 Migration.
* Nominated for a ‘Made in Manchester Award’ due to my performance.

Education and qualifications

* **ITIL Foundation Level, Pass –** PeopleCert – 2022
* **Level 3 IT Apprenticeship, Pass –** PeopleCert – 2020
* **Business Processes, Pass –** British Computing Society – 2019
* **Coding and Logic, Pass –** British Computing Society – 2019
* **Networking Fundamentals, Pass –** Microsoft Technology Associate – 2019
* **Mobility and Device Fundamentals, Pass –** Microsoft Technology Associate – 2019
* **Cloud Fundamentals, Pass –** Microsoft Technology Associate – 2019
* **Level 3 extended diploma in Information Technlogy, D\*D\*D\* –** Oldham Sixth Form College – 2018

References available on request