

McKay Butterfield



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Education

Utah Valley University—4.00 GPA

Graduating April 2020 (Senior)

- * Bachelor of Science, Information Technology — Network Administration and Security Emphasis
- * Sample Coursework: Information Security, Internetworking, Linux and Windows Server Administration
- * Recipient: Dean's Merit Scholarship 2017 & 2018, College of Engineering and Technology

Work Experience

Cloud Operations Intern—Symantec

April 2019 — Present

- * I create world class datacenter documentation, enabling the service team to respond to and resolve issues faster
- * I automate datacenter documentation to increase datacenter documentation accuracy
- * I harden PDUs by upgrading firmware and disabling unnecessary services to increase datacenter security

Technical Support Engineer Intern—Symantec

May 2017 — April 2019

- * I resolved technical issues quickly by troubleshooting and collaborating with team members to increase customer retention and satisfaction
- * I carefully recorded the details of each support ticket so that another engineer could pick up exactly where I left off
- * I wrote clear and concise knowledge base articles to effectively share information with customers and engineers

Sales Associate—University of Utah Campus Store, Utech

December 2016 — April 2017

- * I provided the best computing solutions for customers by listening and identifying their needs to increase customer satisfaction
- * I gave excellent customer service by cheerfully greeting customers upon entering the department

Computer Repair Technician—Digiforge Academy

September 2013 — June 2014

- * I outperformed fellow technicians by studying for and obtaining IT certifications to become the Digiforge Academy Outstanding Network Technician
- * I repaired customer computers quickly using a troubleshooting process to improve efficiency

Certifications

- * CompTIA Security+
- * CompTIA Network+
- * CompTIA A+
- * MTA: Networking Fundamentals
- * MTA: Security Fundamentals
- * MTA: Windows Operating System Fundamentals
- * MTA: Windows Server Administration Fundamentals

Activities

Cybersecurity Club, UVU

Leadership

Aug 2019 – Present

- * I will be helping the club to recruit new members at UVU's "Club Rush" event

Member

Aug 2018 – Aug 2019

- * I participate in monthly red team "Sparring Saturdays" hosted by the club and Utah Open Source

Conferences

OpenWest 2019: Attended many classes that touched on topics such as DevOps, Docker, PFsense and more

Bsides SLC 2019: I competed in the Bsides SLC capture the flag competition