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 Fundamental

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