**Ethan Butterworth - *Self-Taught Web Developer***

Passionate Self-Taught Web Developer Dedicated to Designing and Building Innovative Web Solutions.

**Email:** [ethan14butterworth@gmail.com](mailto:ethan14butterworth@gmail.com)

**Portfolio:** [ethanbutterworth.co.uk](https://ethanbutterworth.co.uk/)

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**Summary**

Experienced IT Support Engineer with over 5 years of proven expertise in resolving technical issues, managing high-volume ticket systems, and maintaining high user satisfaction. Currently transitioning into a developer role, with a focus on front-end technologies and a commitment to building user-friendly, responsive, and accessible web solutions.

**Skills**

**Technical:**

* **Languages/Frameworks:** HTML, CSS, JavaScript, Java, Node.js, React, Next.js, Tailwind CSS.
* **Tools:** Visual Studio Code, GitHub, Figma, Vercel, Chrome Developer Tools.
* **Web Design:** Responsive, Accessible, User-Friendly.

**Transferable:**

* Problem-Solving, User Focus, Technical Documentation, Time Management, Collaboration, Communication, Process Improvement.

**Experience**

**Zuto, Manchester**  
Support Engineer | May 2023 – Present

* Provided IT support to 500 users, managing hardware/software issues, and incident communications.
* Enhanced incident management processes and revamped internal Knowledge Base.
* Developed a self-service portal, improving information accessibility and support efficiency.

**Crane Payment Innovations, Oldham**  
Service Desk Analyst | March 2021 – May 2023

* Supported a global user base of 2,000, achieving high ticket resolution rates.
* Improved offboarding processes and revamped the Knowledge Base.
* Trained new Service Desk Analysts and contributed to an O365 migration project.

**BNY Mellon, Manchester**  
Service Desk Analyst | September 2018 – September 2020

* Provided IT support to 50,000 users, specializing in software troubleshooting and password resets.
* Completed Level 3 IT Apprenticeship and participated in an O365 migration.

**Qualifications**

* **Web Developer Bootcamp (Udemy, In Progress)**
* **ITIL Foundation Level (PeopleCert, 2022)**
* **Level 3 IT Apprenticeship (PeopleCert, 2020)**
* **Level 3 Extended Diploma in IT (Oldham Sixth Form College, 2018)**

**Miscellaneous**

**Volunteering:** Assistant, Life for a Life Memorial Forest (March 2023)

* Assisted in environmental conservation by clearing support structures from trees.