**Ethan Butterworth**

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**Portfolio**: <https://ethanbutterworth.co.uk/>

**Summary**

Proven IT Support Engineer with over 5 years of experience, recognized for exceptional efficiency and effectiveness in resolving technical issues across various roles. Demonstrated a consistent track record of managing the highest number of resolved tickets and achieving outstanding results in customer service. Renowned for receiving high ratings in user satisfaction surveys and positive feedback from direct interactions, showcasing a strong commitment to problem-solving and user satisfaction throughout my career.

Looking to specialise into Development with a strong foundation built through dedicated study and hands-on practice. Dedicated to applying my skills to build user friendly, responsive, accessible, and visually appealing web solutions. Eager to take the next step in my career and contribute to a development team by leveraging my strong background experience.

**Skills**

**Technical Skills**

* Visual Studio Code
* GitHub
* HTML
* CSS
* Java
* JavaScript
* NodeJS
* NextJS
* React
* Vercel
* Figma
* Tailwind CSS
* User-Friendly Web Design
* Responsive Web Design
* Accessible Web Design

**Transferrable Skills**

* Problem-Solving
* User Focus
* Technical Documentation
* Time Management
* Task Prioritization
* Attention to Detail
* Adaptability & Learning
* Collaboration & Teamwork
* Process Improvement
* Resilience & Patience
* Technical Support & Maintenance
* Communication

**Experience**

**Zuto (Manchester, Support Engineer) {May 2023 – Present}**

**Outline**

As a Support Engineer at Zuto, I provide comprehensive IT support to 500 users across multiple offices, handling hardware and software troubleshooting, including key applications like Microsoft Office, Teams, and Twilio. My responsibilities include ensuring smooth onboarding and offboarding, managing internal communications during major incidents, and maintaining minimal downtime for critical teams. I also oversee hardware inventory management, coordinate with various departments, and consistently deliver reliable, user-focused solutions.

**Accomplishments**

* **Major Incident Management**: Established a comprehensive incident management process with detailed documentation and templates, enhancing the accuracy and effectiveness of our response to critical issues.
* **Knowledge Base Revamp**: Significantly improved the accuracy and completeness of our Knowledge Base by creating and updating essential documents, ensuring the business has reliable and comprehensive information.
* **Office Standardization**: Re-cabled the Manchester office and assisted with the Macclesfield location to ensure consistency and adherence to operational standards, supporting a unified and efficient workspace.
* **Self-Service Porta**l: Developed a user-friendly self-service portal with well-organized documentation, increasing the accuracy and accessibility of information available to users and streamlining support processes.
* **Admin Access Organization**: Reorganized admin access by creating dedicated admin accounts, improving security, and ensuring that administrative privileges are correctly managed, enhancing overall operational integrity.
* **AWS Workshop Participation**: Actively participated in an AWS workshop focused on Q and Bedrock, testing the system within our environment, providing actionable feedback, and exploring potential use-cases.
* **Incident Resilience**: Contributed significantly to our resilience during the CrowdStrike Incident on July 19, 2024, by playing a key role in managing and communicating information effectively, which bolstered our response capabilities.

**Crane Payment Innovations (Oldham, Service Desk Analyst) {March 2021 – May 2023}**

**Outline**

At Crane Payment Innovations, I provided IT support for a global user base of 2,000 in both factory and office settings. I consistently achieved daily ticket resolution goals and contributed to monthly Knowledge Base creation targets. I played a key role in identifying and managing major incidents, handling urgent tasks from the security team, and completing regular audits. My responsibilities included onboarding and offboarding users, imaging desktops and laptops, and creating and managing reports to improve Service Desk productivity. I also built strong rapport with users, colleagues, and other teams, trained new IT support technicians, and effectively triaged and prioritized a large backlog of support tickets.

**Accomplishments**

* **Customer Service Excellence**: Awarded an ‘Above and Beyond’ award for delivering exceptional customer service, reflecting my commitment to user satisfaction and problem resolution.
* **Team Training**: Trained 5 new Service Desk Analysts, demonstrating my ability to mentor and transfer knowledge effectively, which enhances team capability and cohesion.
* **Offboarding Process Ownership**: Took ownership of the offboarding process, driving improvements and providing training, showcasing my initiative and focus on process optimization and user experience.
* **Knowledge Base Enhancement**: Revamped the Knowledge Base by organizing information logically and removing duplicates, improving the accuracy and accessibility of crucial support resources.
* **Service Desk Training Matrix Improvement**: Streamlined the Service Desk Training Matrix to reduce information overload, enhancing training efficiency and ensuring that new analysts receive clear, actionable guidance.
* **O365 Migration**: Contributed to a successful O365 migration, demonstrating my technical skills and ability to manage significant system upgrades and transitions.
* **Confidential Project Involvement**: Participated in multiple confidential projects, underscoring my reliability and ability to handle sensitive information with discretion.

**BNY Mellon (Manchester, Service Desk Analyst) {September 2018 – September 2020}**

**Outline**

At BNY Mellon, I provided IT support for a corporate environment with 50,000 users. My role included logging and escalating calls, enforcing the use of self-service portals to streamline support processes, and managing password resets. I specialized in troubleshooting software issues, consistently achieving an average handle time of 12 minutes and maintaining a first-time resolution rate above 90%.

**Accomplishments**

* **Completed Level 3 IT Apprenticeship**: Successfully completed a Level 3 IT Apprenticeship after my first year of employment, demonstrating a strong commitment to professional development and technical proficiency.
* **Recipient of Tier Two Training**: Successfully completed Tier Two training, which allowed for extended call durations to thoroughly investigate and resolve more complex issues, enhancing my problem-solving capabilities and support effectiveness.
* **Support for O365 Migration**: Received training and provided crucial support during the Office 365 migration, including addressing issues where automated processes had failed, demonstrating adaptability and technical troubleshooting skills.
* **‘Made in Manchester Award’ Nomination**: Nominated for a ‘Made in Manchester Award’ due to exceptional performance, including swiftly adapting to the role and serving as a leader figure among 8 other apprentices, showcasing leadership and rapid integration skills.

**Qualifications**

Web Developer Bootcamp (in progress - Udemy) {2024}

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 IT (DDD – Oldham Sixth Form College) {2018}

**Additional Information**

**Volunteering Experience (Assistant, Life for a Life Memorial Forest) {March 2023 – 1 Day}**

**Outline**

Contributed to environmental conservation by assisting in the removal and clearing of support structures from trees that no longer required them. This role involved physical labour and teamwork to help maintain the health and aesthetics of the memorial forest.