**Ethan Butterworth - *Junior Web Developer***  
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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, Developer Tools.
* **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**

* **ITIL Foundation Level (PeopleCert, 2022)**
* **Level 3 IT Apprenticeship (PeopleCert, 2020)**
* Business Processes (British Computing Society, 2019)
* Coding and Logic (British Computing Society, 2019)
* Networking Fundamentals (Microsoft Technology Associate, 2019)
* Mobility and Device Fundamentals (Microsoft Technology Associate, 2019)
* Cloud Fundamentals (Microsoft Technology Associate, 2019)
* **Level 3 Extended Diploma in IT (Oldham Sixth Form College, 2018)**

**Miscellaneous**

* First Aid Trained (Zuto, 2024)
* Fire Warden Trained (Crane Payment Innovations, 2022)
* Ladder Safety Trained (Crane Payment Innovations, 2022)
* **Volunteering Assistant (**Life for a Life Memorial Forest, 2023)
* Student Ambassador (Failsworth Highschool, 2016)