

Kyle Butterfield

Passion beyond bounds. Thinking outside boxes.

Manchester | kylebutterfield.com | For contact details please message me directly www.linkedin.com/in/kyle-butterfield

PERSONAL STATEMENT

I am an impassioned Monitoring, Backup, and Infrastructure engineer with 18 Months of experience in a wide range of expertise, including in Customer Technical Support, Enterprise software, Computer Science and ITIL processes. My greatest strengths are my lateral thinking skills and my talent for personable but professional teamwork. My core value is integrity, I will always strive to do the right thing when no one is looking or saying how I feel, whilst still being professional.

I am moving on from my current workplace to find a job that will push the knowledge and expertise that I have learned to new levels and progress my career. Specifically, I want to keep exploring new avenues of IT, with my passions being Cybersecurity and Infrastructure Administration.

PREVIOUS WORK

Proact IT UK Ltd, Manchester — Monitoring/Backup Engineer

October 2022 - Present

During my fast-paced time at this managed services provider, I had:

- Delivered extensive experience in VMware, Monitoring, Backup, and infrastructure auditing software.
- Achieved over 3000 hours of expertise in ITIL Change, Incident, and Problem Resolution in ServiceNow.
- Created 50+ Knowledge Articles and performed extensive Article Management which was made for native and non-native English audiences in regards to technical work.
- Produced 20+ Professional Visio Diagrams for drafting Network Topologies and connection diagrams.
- Decommissioned and re-created from template 40+ VMs as part of Windows OS blue/green patching.

EDUCATION

Manchester Metropolitan University, Manchester — B.Sc.

September 2019 - September 2022

Graduated with a Bachelor of Science in Computer Science with a 2:1.

Bury College, Bury — Level 3 BTEC Extended Diploma

September 2017 - September 2019

Graduated with a Distinction Star, Distinction Star, Distinction (D*D*D).

Philips High School, Whitefield — GCSE

September 2012 - September 2017

Graduated with 10 B or above GCSEs, including English and Maths.

Interests and Hobbies

Photography — I am passionate about urban photography, especially when rain or night themes are involved.

Trainspotting — I have always found infrastructure and the workings of large machines interesting, whether with locomotion or IT Infrastructure.

Technology — Predictable, but true! In my free time, I have been playing around with home server docker applications, including Apache clientless remote-desktop, NextCloud which is a self-hosted cloud solution for file synchronising/backup and Webhosting my HTML and CSS designs via WordPress.

Accolades

LGBTQ+ Ambassador — for fellow employees, campaigning for policies, representation, and advocacy. This involved chairing weekly meetings with fellow LGBTQ+ co-workers and allies to advance any concerns, ideas, and improvements for LGBTQ+ people within the workplace.

Award Winning — Received recognition for work ethic and attitude in employer's employee reward scheme.

Volunteer — Participated in and supported company-driven charity events.

Languages

English  **Fluent**

German  **Basics**

Japanese  **Beginner**

Other Skills

[C#](#) [Python](#) [SQL](#) [MySQL](#) [PostgreSQL](#) [Linux](#) [Bash](#) [Networking](#) [Scrum](#) [Agile](#) [Sprint](#) [RMF](#) [Office](#) [Word](#) [PowerPoint](#) [Excel](#) [Figma](#) [Teams](#) [NetApp](#) [Hardware](#) [JavaScript](#) [MacOS](#)