

# Benjamin Prendergast

IT Specialist & HRIS Applications

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*856-248-0380*

*Cherry Hill, NJ*

Motivated technology professional with expertise in systems administration, computer hardware, networking, and software implementations. Organized, analytical, critical thinker with excellent communication skills who thrives in challenging roles.

## Education

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**Bachelor of Science, Computer Science**

*Western Governors University*

**Aug 2021 - Feb 2024**

## Work Experience

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**Applications Support Analyst**

*Lettuce Entertain You Restaurants*

**Jun 2015 - May 2022**

*Remote*

- Supported HRIS application users, resolving help desk tickets related to software, hardware, and network issues while fulfilling ad hoc reporting and data requests.
- Provided network, hardware, and subject matter expertise for implementation projects, successfully launching UKG Dimensions, Kronos Workforce Central, and Harri HCM.
- Maintained high system availability through proactive maintenance, monitoring, and deployment of comprehensively tested upgrades.
- Developed technical documentation and training materials to promote best practices.
- Implemented scripts and automation which reduced manual tasks, streamlined operations, and ensured optimal data flow between systems.

**IT Help Desk Technician**

*Lettuce Entertain You Restaurants*

**Apr 2013 - Jun 2015**

*Chicago, IL*

- Provided remote and on-site technical support for a dynamic user base at 100+ locations.
- Monitored service ticket, network, and device status on 24/7 rotation, efficiently resolving hardware and software issues while engaging in cybersecurity incident response.
- Deployed Cisco Meraki firewalls, switches, and wireless access points to enhance security and expand monitoring capabilities, including the configuration of site-to-site VPNs.
- Introduced new access control parameters to enhance data security and mitigate risks.
- Administered physical and virtual Windows servers using VMware.

## Core Skills

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|---------------------------------------|---------------------------------|
| • Windows (10, 11, Server 2012, 2016) | • Azure                         |
| • Active Directory                    | • MS Office                     |
| • Cisco Meraki, Dell SonicWall        | • Google Apps                   |
| • HRIS applications                   | • Python, Java, C++, PowerShell |

## Certifications

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|---------------------------------|-------------------------------|
| • CompTIA: Security+            | • ITIL: IT Service Management |
| • Microsoft: Azure Fundamentals | • LPI: LE-1 Linux Essentials  |