

# Benjamin Prendergast

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## EDUCATION

### Western Governors University

Aug. 2021 – Feb. 2024

*B.S., Computer Science*

- Machine learning, computer architecture, scripting, programming, data management, networking, and security
- Completed projects using Python, Java, C++, Bash, and SQL.

## WORK EXPERIENCE

### Lettuce Entertain You Restaurants

Jan. 2022 – May 2022

*Application Consultant*

*Remote*

- Temporarily returned from pursuing education to support the UKG software implementation.
- Provided institutional knowledge in collaboration with project stakeholders to define functional requirements.
- Guided application configuration to align with business needs and compliance standards.
- Created technical documentation and training materials.

### Lettuce Entertain You Restaurants

Nov. 2010 – May 2021

*Applications Support Analyst | Jun. 2015 – May 2021*

*Chicago, IL*

- Promoted to Applications team to provide IT hardware and networking expertise for implementation projects.
- Became the subject matter expert for various HRIS applications, supporting end users of Kronos WFC, Harri HCM, Infor Lawson, and MHC Document Express.
  - Identified, defined, and resolved complex system problems.
  - Tested software and assisted in setup, configuration, and integration of applications.
  - Fulfilled ad hoc data inspection and reporting requests.
- Implemented and administrated Sophos MDM for enterprise devices.
- Continued to provide IT infrastructure, server, and endpoint support for corporate and branch locations.

*Help Desk Technician | Apr. 2013 – Jun. 2015*

*Chicago, IL*

- Joined the corporate IT team via the Lettuce internship program.
- Engaged in troubleshooting hardware and software issues, logged problems, and documented fixes.
- Monitored network performance, configured and deployed Cisco Meraki and Dell SonicWall appliances.
- Implemented access controls and managed user accounts with Active Directory and Google Apps.
- Configured and deployed physical and virtual Windows servers.

*Shift Supervisor, Wow Bao Restaurants | Nov. 2010 – Apr. 2013*

- Led store operations, inventory management, invoice entry, cash handling, and customer service.

### Remodeling USA

Jan. 2010 – May 2010

*Technology Consultant*

*Algonquin, IL*

- Provided essential software, hardware, network, and security support.
- Assisted company website development.

## CERTIFICATIONS, SKILLS & INTERESTS

- **Certifications:** CompTIA Security+, LE-1: Linux Essentials, ITIL Foundation: IT Service Management
- **Skills:** Troubleshooting, problem solving, learning new technologies, virtualization, and network security.
- **Interests/Hobbies:** Running, astrophotography, traveling, music production, and DJing.