Benjamin Prendergast

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SUMMARY

IT professional with a B.S. in computer science and 8 years of experience spanning roles from tech support to cybersecurity to software implementations. Proven ability to learn new technologies and leverage them to support effective operations. Consistently commended for reliability and enthusiasm.

EDUCATION

Bachelor of Science in Computer Science   **Aug. 2021 – Feb. 2024**
Western Governors University
- Relevant Courses: Network and Security, Information Security, Operating Systems, Data Management
- Completed projects using Python, Java, C++, Bash, and SQL.

WORK EXPERIENCE

Implementation Consultant   **Jan. 2022 – May 2022**
Lettuce Entertain You Restaurants   *Remote*

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

Applications Support Analyst   **Jun. 2015 – May 2021**
Lettuce Entertain You Restaurants   *Remote and Washington, DC*

- Promoted to Applications team to provide hardware and network expertise for implementation projects.
- Conducted on-site visits to over 100 company locations for various tasks, including:
    - Updating network configurations and installing new hardware
    - Ensuring compatibility of office PCs through updates and adjustments
    - Customizing application configurations to align with the specific requirements of each site
    - Providing comprehensive training to end users for effective application utilization
- Became the subject matter expert for multiple applications, monitoring systems and overseeing change management.
- Implemented and administered an enterprise mobile device management system.
- Continued to provide infrastructure, server, and endpoint support for corporate and branch locations.

Help Desk Technician   **Apr. 2013 – Jun. 2015**
Lettuce Entertain You Restaurants   *Chicago, IL*

- Served as the first point of contact for technical issues across corporate office and 100+ remote sites.
- Provided troubleshooting, support, and security for endpoint PCs running Windows and Mac OS.
- Administered physical and virtual Windows servers using VMWare.
- Monitored network health using firewall tools and managed network infrastructure components.
- Managed user accounts and implemented access controls for network resources with Active Directory.
- Supported a range of applications and specialized business software.
- Installed and configured rack-mounted equipment, security camera systems, and VOIP systems.

CERTIFICATIONS & SKILLS

- **Certifications:** CompTIA Security+, LE-1: Linux Essentials, ITIL Foundation: IT Service Management, Azure Fundamentals (in progress)
- **Skills:** Learning new technologies, troubleshooting, software implementation, MS Office Suite, Google Apps, Windows, Linux, Mac OS, VMWare ESXi, Sophos MDM, networking, cybersecurity.