

# BENJAMIN SHERMAN

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## IT Operations Specialist & Technology Entrepreneur

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### Contact Information

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### PROFESSIONAL SUMMARY

CompTIA A+ certified IT professional with 5+ years in network administration and systems management. Founded Badger Technologies LLC while serving as IT Operations Specialist at Ecker Center. Proven experience managing 75+ organizations, cloud migrations, and technical support in healthcare and telecommunications.

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### TECHNICAL SKILLS

**IT Support & Systems:** Help Desk Support, Network Administration, Server Maintenance, User Account Management, Security Systems, Cloud Migration

**Networking:** Network Switches, TCP/IP, Wireless Networks, Fiber Optics, Cable Installation

**Software & Platforms:** Windows Client/Server, Office 365, Microsoft Excel, CareLogic System

**Hardware:** PC Building, Hardware Troubleshooting, Equipment Configuration

**Development:** HTML/CSS, Technical Writing, Documentation

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### CERTIFICATIONS & TRAINING

#### CompTIA A+ ce Certification

*Issued Aug 2025 • Expires Aug 2028*

#### CompTIA IT Fundamentals+ (ITF+)

*Issued Jan 2025*

#### IT Support Specialist Certificate

*McHenry County College - Aug 2025*

#### Help Desk Specialist Certificate

*McHenry County College - May 2025*

**CareLogic System Administrator***Qualifacts - Dec 2024***Microsoft Excel Certification***W3Schools.com - Oct 2024***CPI Nonviolent Crisis Intervention***Crisis Prevention Institute - Sep 2024*

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## EDUCATION

Associate of Arts and Sciences - Help Desk Technician

**McHenry County College***Crystal Lake, IL • In Progress*

**Key Skills:** CompTIA A+, Network Switches, Windows Server, Microsoft Excel

Associate's Degree - EEST

**Lincoln Tech***Melrose Park, IL • Graduated*

**Skills:** Electrical Systems, Technical Support, Customer Service

High School Diploma

**Cary-Grove Community High School***Cary, IL • Graduated*

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## NOTABLE PROJECTS

Badger Technologies LLC - Business Development

**September 2025 - Present**

Founded technology consulting company specializing in healthcare IT solutions. Developed business plan, established client relationships, and maintained operations while continuing technical role at Ecker Center.

*Technologies: Business Development, Healthcare IT, Client Relations*

Gaming PC Build Guide

**November 2025**

Authored comprehensive 23-page technical manual for PC builders with detailed assembly steps and professional design following CRAP principles.

*Technologies: Technical Writing, HTML/CSS, Documentation*

# WORK EXPERIENCE

## Founder

### **Badger Technologies LLC**

*January 2024 - Present*

- Founded technology consulting company while continuing at Ecker Center
- Develop IT solutions for behavioral health organizations
- Manage client relationships and business operations

## Information Technology Operations Specialist

### **Ecker Center for Behavioral Health**

*Full-time • 1 year 4 months*

- Troubleshoot and resolve staff IT issues
- Configure office equipment including computers, phones, and switches
- Manage server maintenance and cloud migration projects
- Support 100+ users with technical issues and system access
- Conduct monthly inventory audits and coordinate with telecom providers

## Information Technology Support Specialist

### **Ecker Center for Behavioral Health**

*Part-time • March 2023 - May 2024*

- Assisted employees with technology and system access issues
- Conducted audits of active user lists
- Installed and configured cameras on machines
- Made trips to satellite locations for technology support

## Network Administrator/Help Desk Specialist

### **Pique Technologies LLC**

*Full-time • September 2020 - February 2023*

- Deployed and maintained networks, servers, and workstations
- Managed 75+ client organizations
- Responded to helpdesk requests via email, phone, and chat
- Set up user accounts, permissions, and passwords

## Telecommunications Technician

### **AT&T / CAVO Broadband Communications**

*Full-time • October 2018 - August 2022*

- Performed fiber and copper technology installations for AT&T
- Completed commercial and residential cable work for Comcast (via CAVO)
- Installed coaxial cable systems and interior wiring
- Completed aerial and underground repairs and installations

- Communicated with customers about installation processes
  - Resolved customer concerns efficiently
  - Averaged 45 jobs per work week
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## ACTIVITIES & INTERESTS

**Business Owner:** Founder - Badger Technologies LLC (2024-Present)

**Learning:** Pursuing cybersecurity and cloud technology certifications

**Interests:** Network Security, System Administration, Healthcare IT

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*References available upon request*