






BENJAMIN SHERMAN

IT Operations Specialist & Technology Entrepreneur

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.

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

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

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

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

ACTIVITIES & INTERESTS

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

Learning: Pursuing cybersecurity and cloud technology certifications

Interests: Network Security, System Administration, Healthcare IT

References available upon request