

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 (Aug 2025 - Aug 2028) | **CompTIA IT Fundamentals+** (Jan 2025) | **IT Support Specialist Certificate** - MCC (Aug 2025)

EDUCATION

AAS - Help Desk Technician | McHenry County College | *In Progress* | **Associate's Degree - EEST** | Lincoln Tech | *Graduated*

WORK EXPERIENCE

Founder & Owner | **Badger Technologies LLC** | January 2024 - Present

- Founded comprehensive IT services company providing managed IT support, cybersecurity assessments, and cloud migration services
- Deliver enterprise-grade security solutions with 24hr response time and 85% risk reduction for Illinois businesses

IT Operations Specialist | **Ecker Center for Behavioral Health** | *Full-time • 1 year 4 months*

- Troubleshoot IT issues for 100+ users, manage cloud migrations and equipment configuration

IT Support Specialist | **Ecker Center for Behavioral Health** | *Part-time • March 2023 - May 2024*

- Assisted with technology issues and conducted user audits at satellite locations

Network Administrator | **Pique Technologies LLC** | *Full-time • September 2020 - February 2023*

- Managed networks and servers for 75+ organizations, handled helpdesk requests

Telecommunications Technician | **AT&T / CAVO Broadband** | *Full-time • October 2018 - August 2022*

- Performed fiber/copper installations and cable work (45 jobs/week average)

References available upon request