

Benjamin Lenox

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(815) 582-1289

EXPERIENCE

IT Support Specialist, Village of Homewood – Homewood, IL

September 2025 – Present

- Deliver support to Fire, Police, and village staff, improving response time by ~20% by mandating ticket submission
- Utilize Spiceworks and NinjaOne to track and resolve hundreds of tickets efficiently
- Follow FBI and CISA protocols to ensure organizational security, eliminating threats daily
- Diagnose and resolve hardware and networking issues across 150+ iOS and Windows systems

Technical Lead, Alabama Museum of Natural History – Tuscaloosa, AL

January 2025 – May 2025

- Led 5 developers using Azure DevOps for version control and Microsoft Teams to streamline updates
- Gathered, defined, and negotiated technical requirements with non-technical stakeholders
- Pushed 50+ C#, Javascript, and HTML code contributions to enhance site navigation and search functionality
- Increased website traffic by ~30%, setting a nation-wide standard for ARCTOS front-end development

Support Analyst I, Culverhouse Technology Group – Tuscaloosa, AL

June 2024 – May 2025

- Resolved technical issues for faculty and staff using TeamDynamix, improving response efficiency across 300+ tickets
- Quickly diagnose and solve hardware issues to keep classrooms at over 90% utilization
- Installed and upgraded 50+ Windows 10/11 devices, streamlining setup and configuration

Campus Manager, Fresh Prints – Tuscaloosa, AL

September 2022 – August 2023

- Built lasting customer relationships by networking across campus to drive thousands in merchandise sales
- Led design and logistics coordination with artists and suppliers to deliver high-quality custom apparel
- Organized and executed apparel campaigns, saving weeks of time and reducing cost by 10-20% compared to competitors

EDUCATION

Major: Management Information Systems

Bachelor of Science in Commerce & Business Administration, The University of Alabama

Graduation Date: May 2025

PROJECTS

GymBro – AI-enabled workout tracker that allows users to log workouts, track progress, and receive personalized recommendations

The Book Bin – Point-of-sale and inventory management system built for a used bookstore, handling transactions, stock tracking, and reporting

TECHNICAL SKILLS

Languages: C#, Java, JavaScript, SQL, HTML

Business Tools: Microsoft Excel, Visual Studio, .NET, GitHub, Azure DevOps, Spiceworks, NinjaOne, RUCKUS One, Linux

HONORS, ACTIVITIES, AND CERTIFICATIONS

- Criminal Justice Information Systems – Security Role Certification
 - Presidential Diversity Scholarship Recipient
 - Alabama Information Management Society
 - UA Dean's List 2023-2025
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