

# BEN CRITTENDEN, PMP

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## SUMMARY

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PMP-certified project manager and IT professional with a background in technical support management, systems administration, web development, and public education. Currently serving as Technical Support Manager at Foremost Media, Inc., overseeing support operations, managing projects, and administering infrastructure. Proven ability to drive efficiency through process improvement, lead cross-functional projects from initiation through delivery, and manage complex technical environments.

## CERTIFICATIONS

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- Project Management Professional (PMP) — Project Management Institute, 2026
- Google IT Automation with Python Professional Certificate
- Google IT Support Professional Certificate

## TECHNICAL SKILLS

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- **Languages & Frameworks:** Python, Django, JavaScript, HTML, CSS, Bootstrap, SQL
- **Systems & Platforms:** Windows, Linux (Ubuntu), macOS, Heroku, Azure, WP Engine, Cloudflare, Microsoft 365, Google Workspace
- **Infrastructure:** DNS management, WAF configuration, CDN, web hosting, server administration, networking
- **Tools & Practices:** Git/GitHub, VS Code, REST APIs, GA4/GTM analytics, technical SEO
- **Project Management:** Agile, predictive, and hybrid methodologies; stakeholder management; process improvement

## TECHNICAL PORTFOLIO

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**www.bencritt.net** — Full-stack Django portfolio featuring 50+ interactive tools across SEO, IT, freight logistics, radio hobbyist, astronomy, and other domains. Deployed on Heroku behind Cloudflare with CI/CD via GitHub, PWA support, Bootstrap, Google Analytics 4 / GTM, and structured data (JSON-LD) throughout.

## WORK EXPERIENCE

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### Technical Support Manager

2023 – Present

*Foremost Media, Inc., Janesville, WI*

- Manage technical support operations for a digital marketing and web development agency serving hundreds of clients across diverse hosting environments.
- Lead cross-functional projects from initiation through delivery, coordinating internal teams and external client stakeholders.
- Administer web hosting infrastructure, server environments, DNS records, and Cloudflare WAF/CDN configurations.
- Reduced server maintenance time by over 80% through process improvement and custom tooling.
- Perform security hardening and incident response, including custom WAF rule development, rate limiting, and threat analysis.

### Seventh Grade Social Studies Teacher

2017 – 2023

*School District of Milton, Milton, WI*

- Taught social studies at Milton Middle School; served on Building Leadership Team, coordinating cross-departmental initiatives and school improvement planning.

### Eighth Grade Social Studies Teacher

2016 – 2017

*Kenosha Unified School District, Kenosha, WI*

- Taught social studies at Washington Middle School.

### Substitute Teacher

2013 – 2016

*School District of Janesville, Janesville, WI*

- Taught across all K–12 grade levels; completed a 19-day long-term assignment for high school English Language Learner students.

### Information Technology Support Specialist

2012 – 2013

*University of Wisconsin, Madison, WI*

- Provided technical support and managed hardware and software for 300+ computers in a university department environment.

### Legislative Intern

2011

*Office of Representative Fred Clark, 42nd District, Madison, WI*

- Supported legislative research, constituent outreach, and general office operations.

## EDUCATION

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**B.A., History and Political Science** — University of Wisconsin–Madison, 2013

*Phi Alpha Theta History Honors Society*