

# BARTHOLOMEW KIRCHNER

In

Website

## Operations & Program Manager Professional

Information Security Analyst and Data Analysis dedicated to securing your digital world and unlocking valuable insights. With a strong educational background in Management Information Systems, experience working in IT support, and a proud history as a Marine, I bring a unique blend of technical knowledge, analytical skills, leadership, and discipline to help you achieve your goals to the next level.

### KEY SKILLS

- ◆ Joint SAS Certification ◆ Microsoft Master Certification ◆ SQL ◆ SAP ◆ SAS ◆ Tableau ◆ Domo ◆ R-Studio ◆ Power BI
- ◆ Statistical Analysis ◆ Data Visualization ◆ Active Directory ◆ Solar Winds ◆ Okta Admin ◆ Word Press ◆ MimicPro

### PROFESSIONAL EXPERIENCE

**Celebrity Home Loans- Oak Brook, IL**

2021-2022

**Information Security Analyst (March 2022-August 2022)**

- Proficient with Netscope, Armorblox, Proficio, Tenable, Red Canary, Carbon Black, and several other intrusion detection systems
- Extensive experience in information security and risk management, including conducting risk assessments, developing and implementing security policies and procedures, managing vulnerabilities, and responding to security incidents
- Proven ability to reduce security risks and vulnerabilities by 20%, resulting in a 65% decrease in the number of phishing attacks, malware attacks, and denial-of-service attacks

**Remote Level Two Help Desk (March 2021 – March 2022)**

- IT support for a company of over 1,500 employees and 100+ tickets a day
- Reduced ticket escalation rate by over 30% by implementing a new troubleshooting business process
- Managed over 2,000 user accounts using 365Admin and Active Directory

**Best Buy- Dekalb, IL**

2019-2022

**Geek Squad Advanced Repair Agent and Apple Certified Repair Technician**

- Three years of experience in diagnostic testing and repairing malfunctioning hardware and software
- Resolved customer complaints quickly and efficiently, resulting in a 98% customer satisfaction rating
- Apple's Advance Certified Repair Agent – iPhone repair and Mac diagnostics

**VFW Post 2791- Tinley Park, IL**

2013-2018

**Business Manager**

- Led a team of 15 employees in the logistics and supply chain divisions to achieve operational excellence.
- Increased bar sales year over year for four years, taking the average yearly revenue from \$85,000 a year to over \$300,000.
- Increased organic search traffic to the VFW in Tinley Park by 350%

**UNITED STATES MARINE CORPS- Various Locations**

2001-2011

**Operations Manager**

- Led the development and implementation of safety SOPs, collaboration with other agencies, and implementation of best practices to improve the safety, efficiency, and compliance of multiple operations and risk management programs.

**Recruiter**

- Participated in community events, which resulted in a 40% increase in production within my 14 high schools, exceeding shipping and recruiting goals

**Sergeant-Team Leader**

- Led a team of 30 Marines in the training and operation of 3 Amphibious Assault Vehicles, fully loaded with over 75 Marines, with 0% loss of lives or equipment during multiple combat and training exercises.

**Training Manager**

- Promoted to Company Training NCO, responsible for the training and readiness of over 250 Marines during two deployments. Managed all records and logistics for over \$10 billion in vehicles and equipment, ensuring 100% company readiness.

**EDUCATION & TRAINING**

**Master of Science in Management Information System (MIS)**

Certificate of Graduate Study

Joint SAS Certification Data Analytics using SAS Software

Specialization

Business Analytics

Northern IL University, Dekalb, December 2022 – December 2023

**Bachelor of Science in Operational Management and Information Technology**

Minor

Business Analytics and Marketing

Certifications

Microsoft, SAS, and Digital Marketing

Northern IL University, Dekalb, December 2019 - December 2022

**Associate of Arts, General Studies**

Moraine Valley Community College, Palos Hills, IL- 2012-2013

Forensics Team – Bronze National Speaking Award Persuasive Speaking

President of Combat to College Student Veteran Organization

Internship with IL State Senator During an Election

**AWARDS & HONORS**

Combat Action

Navy Achievement Medal

Presidential Unit Citation

Professional Selling Skills Marine Corps Recruiter School

Letter of Recommendation from Former IL State Senator Steve Landek 12<sup>th</sup> Dis (Internship)

Letter of Recommendation Dr. Downing, Presidential Teaching Professor, Dean's Distinguished Professor OM&IS

2012 Phi Rho Pi National Speech Tournament - Bronze Award Persuasive Speaking

Distinguished Business Scholar Passport Award Northern IL Univ