

# Kathleen Kuhlman

Sparks, NV | kat\_kuhlman@yahoo.com | 775-247-0577 | linkedin.com/in/kathleen-kuhlman | github.com/KatKuhlman

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## PROFESSIONAL SUMMARY

Results-driven IT professional transitioning into cybersecurity with hands-on experience in technical troubleshooting, security system configuration, and Active Directory management. Proven track record of excellence in technical support, promoted to Subject Matter Expert twice for exceptional performance. Currently pursuing Cybersecurity certification through UNLV and CompTIA A+ certification. Seeking entry-level cybersecurity role with growth potential toward ethical hacking and penetration testing.

## EDUCATION

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**University of Nevada, Las Vegas** | Las Vegas, NV

Cybersecurity Certificate | Expected February 2026

*Relevant Coursework:* Microsoft Security System Administration, Securing Your Network, Integrating Infrastructure Security

## CERTIFICATION & SKILLS PROFILE

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**In Progress:** CompTIA A+ Certification

**Operating Systems:** Windows Server, Windows Client, Microsoft environments

**Security & Networking:** Active Directory, basic network configuration and troubleshooting, security control systems

**Programming & Scripting:** PowerShell, Java

**Tools:** Command Prompt, directory services management, remote support tools

## PROFESSIONAL PROJECTS

**Cybersecurity Labs & Projects** | UNLV | June 2025 - Present

*Initial Router Configuration & Network Security*

- Configured secure network infrastructure in virtual lab environment
- Diagnosed and resolved hardware and software interface issues
- Implemented software-based computer protection tools to enhance system security

*Active Directory Security Management*

- Created and managed automated security control systems using Windows Server
- Maintained directory services and user access controls following security best practices
- Verified security system effectiveness through testing in Windows Server and Client environments

*Personal Development*

- Developed Java-based application demonstrating programming fundamentals and problem-solving skills

## PROFESSIONAL EXPERIENCE

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**Concentrix** | Reno, NV (Remote) | January 2023 – May 2025

**Subject Matter Expert - OptumRx (United HealthCare)** | July 2024 - December 2024

- Promoted to SME role for exceptional technical expertise and customer service performance
- Mentored and trained team members on complex technical issues and best practices
- Balanced dual responsibilities of coaching teammates and maintaining high-volume customer support

**Subject Matter Expert - TurboTax** | April 2023 - May 2023

- Selected as SME within three months of employment based on technical proficiency and performance metrics
- Coached team members on software troubleshooting and tax software navigation
- Resolved complex technical issues through remote viewing and phone-based support

**Customer Service Advisor - Multiple Contracts** | January 2023 - May 2025

- Delivered high-volume technical support averaging 70 customers daily via phone and online channels
- Troubleshot diverse technical issues including software installation, account access, and system errors
- Maintained strong customer satisfaction while meeting performance metrics and quality standards
- Adapted quickly to different technical platforms and contract requirements across TurboTax and OptumRx systems