

Kristen Christiansen

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Professional Summary

Detail-oriented professional with over a decade of experience in operational and systems management in healthcare and behavioral health. Skilled in system administration, compliance, and process automation, with extensive training in cybersecurity and Python. Adept at managing user access, securing sensitive data, administering systems in hybrid cloud environments, and ensuring compliance with HIPAA, SOC, and security standards. Currently pursuing a B.S. in Cybersecurity and seeking to leverage both healthcare operations expertise and technical training for a role in security administration.

Key Skills

- **System Administration:** User account management, EMR/EHR systems (Athena, Epic), inventory control, vendor coordination
- **Cybersecurity & IT Tools:** Linux CLI, SQL, Python scripting, SIEM tools, IDS, access control, vulnerability detection
- **Healthcare Systems:** HIPAA compliance, scheduling & billing workflows, clinical workflow optimization
- **Operations & Leadership:** SOP development, staff training, cross-functional collaboration, KPI reporting, risk management
- **Soft Skills:** Communication, problem solving, process improvement, team management

Technical Projects

- **VIP Event Insider-Threat Policy:** Developed a comprehensive security policy for high-profile events, focusing on insider threats; implemented least-privilege access, reporting procedures, continuous monitoring, and anomaly detection.
- **HoneyTrap Honeypot:** Built a Python/Flask-based honeypot with Docker deployment; simulated a login portal to attract attackers and captured malicious attempts for analysis.
- **Log Anomaly Detection:** Created scripts to generate synthetic authentication logs and trained an Isolation Forest model to detect unusual activity patterns using Python, pandas, and scikit-learn.
- **Security Headers Scanner:** Developed a CLI tool to audit HTTP security headers (CSP, HSTS, etc.), providing instant feedback on web server configurations.

Certifications

- **Microsoft Cybersecurity Analyst** – Professional Certificate (Sep 2025)
Completed nine courses covering identity and access solutions, threat vectors and

mitigation, Microsoft Defender, cloud compliance, and SC-900 exam preparation. Developed a capstone proposal for securing a business network.

- **CompTIA A+ Certification** – Core 1 (220-1101) & Core 2 (220-1102)
Gained hands-on skills in hardware configuration, operating systems, networking fundamentals, virtualization, and IT troubleshooting. Learned IT security essentials and professional communication practices for helpdesk and operational roles.
- **CompTIA Security+ Certification (SY0-701)**
Completed a comprehensive course covering risk management, cryptography, secure network design, cloud and wireless security, and incident response. Prepared to implement robust security measures across physical and virtual environments.
- **CompTIA Cybersecurity Analyst (CySA+) Certification (CS0-003)**
Mastered detection, analysis, and response to cybersecurity threats with training in attack methodologies, vulnerability management, and incident response. Equipped to safeguard critical data and systems.
- **Google Cybersecurity Professional Certificate**
Completed eight courses covering foundations of cybersecurity, risk management, networking, Linux, SQL, SIEM tools, Python automation, threat detection, and job search preparation.
- **(ISC)² Security Principles**
Learned fundamental security principles and best practices for protecting organizational assets in an online course authorized by (ISC)².
- **Homeland Security & Cybersecurity Connection**
Completed an online course from the University of Colorado exploring the intersection of homeland security and cybersecurity.
- **Automate Cybersecurity Tasks with Python**
Developed automation scripts for common security tasks using Python.

Professional Experience

Assistant Operations Manager – Horizon Behavioral Health
Rincon, GA / Oct 2020 – Sep 2024

- Administered daily operations including system access, scheduling platforms, EMR workflows, and vendor software integration.
- Developed SOPs and compliance checklists aligning with HIPAA and internal IT governance.
- Implemented new digital systems improving operational efficiency by 20%.
- Conducted audits, monitored KPIs, and managed corrective actions for compliance and security standards.
- Collaborated with IT and clinical staff to streamline data management and user access across multiple systems.
- Provided staff training in secure system use and data handling.

Surgery Coordinator / Medical Assistant – Coastal Urology, PLLC
Wilmington, NC / Dec 2018 – Jan 2020

- Coordinated Athena/EHR scheduling, billing, and pre/post-operative documentation for a high-volume surgical practice.
- Managed patient records and data integrity in compliance with HIPAA standards.

- Assisted with implementation of EMR upgrades and trained new staff on system usage.
- Partnered with billing and insurance teams to ensure accurate coding, verification, and claim submission.
- Developed and standardized pre-op patient education protocols, improving workflow efficiency.

Education

- **B.S. in Cybersecurity – University of North Texas (In progress; expected 2026)**
- **A.A.S. Healthcare Management – Fayetteville Technical Community College**
- **Cybersecurity Coursework – Google, University of Colorado**
- **High School Diploma – Pine Forest High School (2009)**