STEPHEN ALEXANDER KILGORE

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Eager and passionate about launching a career in cyber and data security technologies, I am a dedicated and quick learner who is committed to mastering the fundamentals of this dynamic field. With a solid educational foundation in cybersecurity and a strong enthusiasm for staying current with the latest industry trends, I am excited to apply my knowledge and skills to contribute to the protection of digital assets and the mitigation of cyber threats. My goal is to make a meaningful impact in the world of cybersecurity while continually developing my expertise and advancing my career.

SYSTEM PROFICIENCY

Software: SIEM, IAM, Wireshark, Snort, Nmap, Autopsy, Xplico, Excel, SQL Server Management Studio, Oracle Database, SQLite3, AWS Database, S3, Rockstor NAS

Operating Systems: Windows, Windows Server, Ubuntu Linux, Kali Linux, Fedora Linux

Visualization Systems: Tableau, PowerBI, Infogram, ChartBlocks, Datawrapper, D3.js

Programming: Python, Java, C++, HTML, CSS

Computer-Aided Design (CAD): Autodesk, FreeCAD, Google Sketchup, Cobalt, Siemens NX, Solidworks

Certifications: Programming Hub Ethical Hacking, Programming Hub Hacking Advanced, Programming Hub Cyber Security, Google Technical Support Fundamentals, Google Cybersecurity Foundations of Cybersecurity, Google Cybersecurity Manage Security Risks, Google Cybersecurity Networks and Network Security

Coursework Experience: Risk Assessment, Gap Analysis, SCRUM Agile Method, SIEM, Wireshark, Nmap, Snort, Windows Server Manager, IAM, ACL, Cyber Forensics, Cryptography, NIST Frameworks, Data Visualization, Data Cleaning, Machine Learning, Artificial Intelligence, Systems Automation

EXPERIENCE

Senior Developer – Emerald Solutions

March 2023 – Present

Emerald Solutions is a tech start-up focusing on greenhouse gas emission calculations for small to mid-market sized companies. Managed development of software programming from initial ideation to web-enabled platform and database. Brief C-Suite and potential clients on data visualization requirements.

- Developed first customer-facing, web-enabled platform prototype.
- Improved patent-pending algorithm supporting the "Sustainability Opportunity Matrix"

Shift Lead – CVS Health

August 2022 – Present

CVS Health is the top health service company in the Fortune 500's ranking. CVS Health offers a multitude of health and retail services. Supervised front store team and aided pharmacy team during shifts by ensuring exceptional customer service and adherence to company policies and HIPAA laws. Managed inventory, reduced stock shrinkage, and maintained cash handling accuracy. Trained new team members and scheduled shifts efficiently. Improved customer satisfaction, resulting in positive feedback, and increased customer loyalty leading to increased store revenue.

- Increased customer loyalty by 15% through established programs at the store level.
- Led a team of 8 employees including pharmacy.
- Ensured employees had proper training and knowledge in HIPAA and PII.

Appliance Sales Specialist – Lowe's

February 2020 – May 2020

Monitor daily sales, deliveries, and installation of major appliances. Liaison between the manufacturer and customer to ensure customer needs are met. Handle all issues associated with appliances to ensure customer satisfaction.

- Increased on-time delivery by 5% by ensuring proper delivery scheduling.
- Increased add-on sales by 2%.
- Liaison between customers and manufacturers.

Operations Starpoint – Bridgestone America

April 2012 – January 2020

Manage overall operations of crew members. Train, assign, schedule, coach and communicate job expectations to crew members. Responsible for the effective and successful management of labor, productivity, quality control and safety measures as set by the company. Ensure safe and efficient operations.

- Led a crew of 30+ employees.
- Responsible for creation, implementation, and testing of projects in banbury department.
- Ensure that daily, monthly, and quarterly goals are met.
- Lead presentation of quarterly project meetings.

Account Manager – Aaron's Salo

2008 – 2012

Served as lead point of contact for customer account management. Built and maintained strong client relationships. Developed marketing strategies to increase sales. Product service scheduling and logistics. Monitored stock and inventory. Performed quality assurance of merchandise daily. Performed administrative tasks to support the smooth operation of all store operations. Ensured compliance with safety policies and procedures.

- Responsible for maintenance of all customer accounts.
- Consistently ensured that less than 5% of all accounts remained past due.
- Ensured the validity and integrity of all account applications.
- Led a team of 5 people including sales and delivery.

EDUCATION

Master's of Science (Information Systems Management) – University of Arizona
- Estimated graduation May 26, 2025
- Coursework includes: Database design and management, Systems Analysis, and Legalities in Technology

Bachelor of Science (Cyber and Data Security Technology) – University of Arizona
- 3.82 GPA
- Magna Cum Laude
- Dean's List
- Select coursework includes: Fundamentals in Python, Java, and DBMS, system admin and security, software design, agile project management and SCRUM, cryptography, stenography, security frameworks, and digital forensics.

Undergraduate Courses – Motlow Community College
- Select coursework includes: C++ programming and computer science

High School Degree – Coffee County High School
- 3.8 GPA
- Presidential Science Award
- Honors courses: Mathematics, Physics, and Chemistry

SKILLS
- Leadership
- Project Management
- Access Control and Identity Management
- Programming Hub Ethical Hacking Certificate
- Programming Hub Cybersecurity Certificate Problem Solving and Analytical Skills
- Security Information and Event Management
- Adaptability
- Google Technical Support Fundamentals Certificate