

Nicholas R. Bartholomew

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Ex-military, current corporate IT professional. Dedicated home lab tinkerer. Obsessed with learning cyber security and interested in taking the next step in my career.

Professional Experience

Exact Sciences

June 2025 - Present

Technical Support Analyst - Japan

- Azure AD, Microsoft 365 user and device administration
- Troubleshooting and resolving issues with on-site and remote user hardware. Ensured patch adherence
- IAM policy enforcement. Assigned local admin accounts, ensured adherence to least privilege principles
- Write and update documentation on IT infrastructure and issues in the organization
- Configured and administrated MFA solutions for user accounts, assisted in MFA provider migration
- Maintain A/V equipment and deploy fixes for issues
- Coordinate with Cybersecurity on incidents and physical security system issues
- Coordinate with Network Team on maintaining uptime and network security in Japan office
- Administer and brief AUP to users and ensure adherence to policies

TStable K.K.

March 2024 - May 2025

Information Technology Specialist, Tokyo, Japan

IT Onsite Support and Systems Administration:

- Tier 1 and tier 2 technical support for Windows and Mac systems
- Manage and maintain user accounts, permissions, and access controls in Active Directory, ensuring seamless operations and data security.
- Installed, configured, and upgraded hardware and software across multiple retail and office locations, including workstations, printers, switches, routers, servers, POS systems, digital signage, and mobile devices.
- Consulted on IT policies and procedures for client companies
- Monitored system logs and performance metrics, identifying and resolving potential issues proactively to minimize downtime.
- Administered Microsoft Exchange/Office 365 environments, managing user mailboxes, distribution lists, and security settings to ensure reliable communication and collaboration.
- Managed network storage solutions, optimizing disk space usage and ensuring high availability for critical applications.

United States Air Force, Various Locations

July 2017 - September 2023

Only Relevant Experience Written Below.

Maintenance & Training, Okinawa, Japan

January 2021 - September 2023

- Coordinated troubleshooting, tracking, maintenance, and dataflow of various Linux and Windows-based computer systems.
- Led training in job duties and usage of Windows and Linux-based VM systems.
- Coordinated install and upgrading of multiple Linux-based servers and computer systems.
- Developed new training material for multi-million dollar Linux-based servers and computer systems in HTML web format; distributed training materials to two US partner organizations and two international partners.

Airborne Cryptologic Language Analyst - Korean, Various Locations

July 2017 - September 2023

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Certifications

CompTIA Security+, November 2025

Penetration Testing Essential Training, LinkedIn Learning, October 2025

Japanese Language Proficiency Test (JLPT), N2 Level, July 2023

Home Lab

DNS Server Deployment

- Deployed home DNS server using Docker Compose with ad blocking and anti-malware DNS sinkhole
- Skills: Networking, DNS, DNS Sinkholing, attack surface reduction, DHCP integration, threat mitigation, VLANs

Home Media Server

- Deployed home NAS and media server for serving content to local network
- Skills: SMB, NAS, RAID configuration, Docker containerization, VLANs, log analysis

Home VPN

- Set up secure VPN tunnel to access home network from outside the house
- Skills: VPNs, encryption key generation and usage, Wireguard, port forwarding

Penetration Testing Practice

- Deployed Kali VM on local machine
- Completed Hack The Box (HTB) Pentester Path, the full coursework for CPTS certification
<https://academy.hackthebox.com/achievement/1194966/path/16>
- Successfully hacked several boxes on HTB
- Tooled around with a BloodHound Docker container and practicing Active Directory Pentesting in lab

Education

Master of Science, Management, Temple University Japan Campus, August 2023 - August 2024

Associate of Arts, Korean Language Studies, Defense Language Institute Foreign Language Center, February 2019

Bachelor of Arts, Chemistry / Mathematics, Carthage College, May 2013

Skills Overview

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|---|---|
| • Project Management | • User account creation and management |
| • Remote work tools and time management | • Technical support/Troubleshooting |
| • Endpoint management and monitoring | • Training and Evaluating |
| • VPN and DNS configuration and hardening | • Incident response and disaster recovery |
| • Intune MDM Administration | • Microsoft Office 365 Administration |
| • Desktop support (Windows, Mac) | • Network Infrastructure |