

KARAN MUDALIAR

CONTACT

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EDUCATION

BACHELOR DEGREE IN CYBER
SECURITY • MAY 2024

Old Dominion University
Norfolk, VA 23529

ASSOCIATE DEGREE IN CYBER
SECURITY • MAY 2021

Blue Ridge Community College
Weyers Cave, VA 24486

KEY SKILLS

Excellent communication
Detail-oriented, Accuracy
Application Troubleshooting
Operating Systems: macOS, Linux,
Windows
Microsoft Office Suite Mastery
Analytical and Problem-Solving
Database Maintenance and
Management

INTERESTS

Travel
Photography
Home Improvement projects

PROFILE

Detail-oriented with a robust background in systems administration, technical support, and user account management. Backed by a solid cybersecurity education and a reputation for troubleshooting diverse technology applications, I excel in delivering exceptional customer support, fostering cross-functional collaboration, and offering user-friendly guidance. Fluent in English and Hindi, I possess strong communication skills to facilitate seamless teamwork. With expertise in AS400 operations and adept inventory management, I am committed to driving efficiency and innovation in the application landscape.

EXPERIENCE

NETWORK SPECIALIST • AUG 2018 - PRESENT

Marshalls Distribution Center | Bridgewater, VA

Responsibilities includes managing, troubleshooting, and optimizing technology applications and systems within a network infrastructure. Ensured uninterrupted functionality of various technology systems by promptly identifying and resolving network issues. Utilized tools like the ServiceNow ticketing system to meticulously manage and resolve network-related challenges, ensuring smooth operations. Orchestrated user account administration with stringent protocols, safeguarding confidential information. Collaboration with cross-functional teams was essential to enhance application performance and user satisfaction. Taking charge of IT equipment maintenance, overseeing deployment, repair, and organization to ensure operational efficiency. Spearheaded AS400 operations and streamlined inventory processes with precision and dedication.

DIAGNOSTIC TECHNICIAN - INTERN • JAN 2021 - APR 2021

Lighthouse Computer Consulting | Staunton, VA

Assisted clients both virtually and on-site, providing guidance on technical solutions for applications. Conducted thorough troubleshooting processes and collaborated with teams to optimize various applications. Additionally, developed user-friendly guides and documentation to enhance application usage and support usability for end-users.