TILAK MODY

System Administrator | Tech Support Specialist

(470) 875- 2693
tilakmody0@gmail.com

EXPERIENCE

Anderson Power Services— *IT Support & System Administrator*

June 2023 - Current

- Provided day-to-day operational support to ensure continuity and responsiveness to business needs
- Resolved complex technical issues through effective team communication
- Negotiated vendor contracts to reduce costs while maintaining quality
- Oversaw quality assurance to ensure compliance with standards
- Built strong stakeholder relationships to support future initiatives
- Supervised a team of 19 managing complex IT infrastructure
- Led end-to-end IT project delivery including design, development, testing, and implementation
- Improved team collaboration and efficiency using modern project management methods
- Managed cross-functional teams and resources to meet goals on time and within budget
- Created project roadmaps with clear timelines and milestones

American Trailers of the Carolinas— *Web Designer*

January 2023 - June 2023

- Designed and developed user-friendly websites and web applications using technical and problem-solving skills
- Delivered successful projects through design, coding, and maintenance
- Collaborated with stakeholders to translate requirements into creative web solutions
- Followed best practices in web design to ensure quality and usability

EDUCATION

Kennesaw State University — *Masters of Science in Cybersecurity*

May 2024 - Current

Kennesaw State University — *Bachelors of Science in Information Technology*

Cum Laude, Maintained Dean's List and President's List Awards

Graduated: May 2024

PROJECTS

CERTIFICATIONS

- Salesforce Certified Administrator
- CompTIA A+

SKILLS

- IT Infrastructure Management
- Cybersecurity & Information Security
- Risk Management
- IT Support, Troubleshooting & Root-Cause Analysis
- Project Management & Development
- Database Management.

LANGUAGES

English, Hindi, Gujarati

Oracle Netsuite, NextService, Salesforce

Assisted in the the implementation of all three platforms, ensuring configurations aligned with company requirements, Supported full system setup, including environment configuration and customization, Participated in data migration processes to ensure smooth and accurate transitions, Trained end users on system functionality and best practices, Managed user roles and access controls to maintain system security.