
JDEEPTHI SEELAM

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PROFESSIONAL SUMMARY

Results-driven IT Infrastructure and Network Support Specialist with 2+ years of experience validating network-integrated systems, testing crossplatform connectivity, and supporting API-level security workflows. Skilled in troubleshooting DNS, SSL, NAT, and firewall issues, validating VLAN configurations, and executing session-based authentication tests across Windows and Linux environments. Proficient in network monitoring, endpoint testing, and automated test execution using tools like Wireshark, Postman, Selenium, and TestNG. Experienced in collaborating with system admins and DevOps teams to optimize routing logic, enforce access controls, and ensure secure, high-performance infrastructure operations in Agile environments.

TECHNICAL SKILLS

- **Networking & Protocols:** TCP/IP, UDP, DNS, DHCP, SNMP, ICMP, VLAN, VPN, NAT, ACL, OSPF, BGP, RIP, STP, EtherChannel
- **Routing & Switching:** Cisco IOS, LAN/WAN Configuration, Static & Dynamic Routing, Subnetting, Switching, Trunking, Port Security
- **Network Security:** Firewalls (Cisco ASA, pfSense), IDS/IPS, Network Access Control (NAC), MFA, RBAC, IPsec VPN, SSL VPN, ACL Implementation, Zero Trust Concepts
- **Cloud & Virtualization:** AWS VPC, Azure VNets, EC2, S3, IAM, Load Balancers, Security Groups, Route Tables, Subnets, VMware VirtualBox
- **Monitoring & Troubleshooting:** Wireshark, SolarWinds, Nagios, NetFlow Analyzer, Nmap, IP Scanner, Syslog, SNMP Monitoring
- **VoIP & Wireless:** SIP, RTP, QoS, VoIP Call Flows, Cisco Call Manager (CUCM), Wireless LAN Controllers, WLAN Configuration, 802.1X
- **Scripting & Automation:** Python, Bash, PowerShell, REST API Integration, Log Parsing, Automated Health Checks
- **Operating Systems & Servers:** Windows Server 2019/2022, Active Directory, Group Policy, Linux (Ubuntu, CentOS), Remote Desktop Services, SSH
- **Database & Tools:** MySQL, MS SQL Server, PostgreSQL, SQL for Log Queries and Audit Trails
- **Configuration & Management Tools:** Putty, TFTP, SCP, Remote Desktop, TeamViewer, Ansible (Basic Configs), Git
- **Project & Ticketing Tools:** JIRA, ServiceNow, TestRail, Confluence
- **Documentation & Reporting:** Network Diagrams (Visio), SOPs, RCA Reports, Compliance Logs, Change Requests
- **Methodologies:** Agile, Scrum, ITIL Frameworks, Change Management, Incident Management, NOC Operations

PROFESSIONAL EXPERIENCE

Network Support Engineer Annalect - Hyderabad, India

Nov

2021 - Jul 2023

- Performed network-integrated ad validation on the ADZU platform using TCP/IP and browser tools, identifying routing flaws that cut failed campaign loads by 18% across client regions.
- Resolved over 100 DNS lookup failures and SSL mismatches by collaborating with backend teams, which improved secure ad delivery rates and reduced escalation volume.
- Tested REST APIs for ad campaign triggers and role-based access using Postman, flagging latency and payload bugs that contributed to 99.9% uptime after patch release. • Captured and reported firewall timeout errors through Wireshark and JIRA, accelerating the implementation of tighter transport rules and reducing session dropouts by 25%.
- Designed automation scripts using Selenium and TestNG for login and form validations, achieving a 40% reduction in manual test effort and improved RBAC checks.
- Partnered with infrastructure teams to inspect permission issues in isolated VLANs, helping reduce cross-network authentication failures in production by 30%.
- Conducted multi-platform ad testing via remote desktop tools and VPN configurations, exposing session integrity flaws across Android and iOS environments.
- Organized test scenarios using Eclipse and Maven, aligning with modular POM practices and ensuring consistent test traceability in Agile Jira workflows.

PROJECTS

Ad Campaign Routing & Delivery Validation

- Emulated end-to-end client-server routing to assess ad delivery across segmented networks, improving routing accuracy and campaign success rates.
- Detected proxy misconfigurations and NAT table errors, leading to a 25% reduction in delivery failures across targeted user segments.
- Documented API timeout and header mismatch issues, contributing to stable payload delivery and enhanced API response handling.

API & Endpoint Security Testing for Ad Operations

- Validated API endpoints for campaign workflows and access control, ensuring secure data handling and reducing authentication loopholes.
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- Conducted negative testing with invalid tokens and expired credentials to verify endpoint security and prevent unauthorized access. • Identified payload limitations and optimized response handling, lowering critical API error rates by 30% across environments.

Automation of Network Login Verification Flows

- Built automation scripts for login verification workflows simulating VPN-authenticated access and tested across multiple user roles.
- Prioritized test execution for session-based validations and generated detailed login session and response time reports.
- Verified multi-factor authentication, password policies, and timeout configurations during simulated load-based traffic sessions.

Student Network Usage Insights Dashboard

- Designed dashboards to visualize login activity, bandwidth usage, and time-of-day peaks using network access log simulations.
- Queried structured datasets to calculate session duration, peak loads, and connection trends across multiple departments.
- Modeled KPIs reflecting usage anomalies and risk scores, mimicking NOC-level monitoring dashboards for proactive analysis.

EDUCATION

Master of Computer Information Systems

New England College – Henniker, NH

Aug 2023 – May 2025

Bachelor of Technology in Computer Science Engineering

Narasaraopet Engineering College – Narasaraopet, India

Aug 2017 – May 2021

CERTIFICATIONS

- Cisco Networking Basics Specialization – Coursera
- CompTIA Network+ (Networking Fundamentals) – LinkedIn Learning
- Windows Server Management and Security – LinkedIn Learning