DRUPADH SURESH

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SUMMARY

IT Support and Network Technician with hands-on experience providing technical assistance, troubleshooting, and system administration across Windows and Linux environments. Skilled in diagnosing hardware, software, and network connectivity issues, managing Active Directory and Microsoft 365 accounts, and ensuring smooth end-user operations. CCNA and Security+ certified professional recognized for strong communication, attention to detail, and commitment to delivering reliable IT solutions in fast-paced environments.

EDUCATION

DePaul University — Chicago, IL
M.S. Cybersecurity — *Jun 2025*

P.E.S.C.E — Karnataka, India
B.E. Computer Science — *Jul 2022*

EXPERIENCE

ChiEAC(NGO) — Chicago IL
Junior Network Engineer — *Oct 2025 – Present*

- Designed and optimized LAN/WAN infrastructure using routing, switching, VLANs, and subnetting to support critical community programs.
- Managed network services (DNS, DHCP, NAT, VPN) to guarantee secure and reliable connectivity for remote volunteers and on-site staff.
- Resolved network incidents using packet analysis and troubleshooting tools, significantly minimizing downtime for volunteer interactions.
- Strengthened network security by implementing firewall rules, access controls, and segmentation to protect sensitive nonprofit data.

DePaul University — Chicago, IL
Help Desk Administrator — *Mar 2024 – May 2025*

- Delivered Tier I and Tier II technical support for students, staff, and faculty, maintaining over 95% system uptime.

- Diagnosed and resolved hardware, software, and network connectivity issues on 20+ Windows and Linux workstations.
- Administered Active Directory user accounts, password resets, and Microsoft 365 access, ensuring secure and efficient user management.
- Supported AV systems, printers, and Wi-Fi across 10+ event spaces, providing seamless technical operations for 50+ campus events.
- Documented recurring issues and contributed to the internal IT knowledge base, reducing repeat tickets by 30

Accenture — Bengaluru, India
Advanced Associate Software Engineer — *Aug 2022 – May 2023*

- Provided technical support and troubleshooting for internal users across Microsoft 365 and Azure environments.
- Managed user accounts, access permissions, and security policies through Azure Active Directory and network security groups.
- Assisted in system maintenance, patching, and performance monitoring to ensure high availability across multiple environments.
- Logged incidents and documented issue resolutions in the ticketing system, improving response time and service consistency.
- Collaborated with cross-functional IT teams to escalate complex issues and ensure SLA compliance.

PROJECTS

Network Hardening and Incident Response | iptables, Fail2Ban, modsecurity, SSL/TLS   01/2025
- Deployed layered network defenses and incident response protocols to secure Linux servers, mitigate threats, and maintain uptime during Red team-based security assessments.
- Built iptables firewall rules and implemented Fail2Ban, modsecurity, and SSL/TLS for secure service access.
- Conducted vulnerability scans, log analysis, and hardening of Linux servers to meet compliance standards.
- Replaced legacy FTP with secure protocols and segmented SMB shares to reduce attack surface.
- Authored runbooks for incident response, improving resolution time by 60% and boosting uptime by 90%.

TECHNICAL SKILLS

Languages:
Frameworks:
Tools: Help Desk Operations, Troubleshooting (Hardware, Software, Network), Ticketing Systems (ServiceNow, Jira), Remote Support (TeamViewer, AnyDesk, RDP), System Imaging, Patch Management, Asset Tracking, Active Directory, Microsoft 365 Administration, Windows Server, Linux Systems, User Account Management, Password Resets, Access Permissions, File/Print Server Support, TCP/IP, DNS, DHCP, VLANs, VPN, Basic Routing & Switching, Wi-Fi Configuration, Network Device Setup & Maintenance, Endpoint Security, Antivirus & Patch Updates, Microsoft Defender, Basic Firewall Rules, Log Monitoring (Splunk, Wireshark), System Hardening