

# 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

*M.S. Cybersecurity*

Chicago, IL

Jun 2025

### P.E.S.C.E

*B.E. Computer Science*

Karnataka, India

Jul 2022

## EXPERIENCE

### Stapur

*AI Systems Engineer*

Chicago, IL

Nov 2025 – Present

- Developed a GenAI-driven UX generator using Python (FastAPI) and Gemini to automate the creation of personas and user stories.
- Engineered a multi-agent orchestration system to parallelize data analysis, significantly reducing processing time for complex artifacts.
- Built a modern web interface featuring real-time agent tracking and interactive Mermaid.js visualizations for dynamic architecture mapping.
- Implemented JIRA integration via Model Context Protocol (MCP) to automate epic synchronization and streamline developer handoffs.

### ChiEAC(NGO)

*Junior Network Engineer*

Chicago IL

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, minimizing downtime.
- Strengthened network security by implementing firewall rules, access controls, and segmentation to protect sensitive nonprofit data.

### DePaul University

*Help Desk Administrator*

Chicago, IL

Mar 2024 – May 2025

- Delivered Tier I/II technical support, maintaining 95% system uptime; resolved hardware, software, and network issues on 20+ Windows/Linux workstations.
- Administered Active Directory, Microsoft 365, and supported AV systems, printers, and Wi-Fi across 10+ event spaces.
- Documented recurring issues, reducing repeat tickets by 30%.

## PROJECTS

### Network Hardening and Incident Response

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.

## TECHNICAL SKILLS

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**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