

DRUPADH SURESH

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SUMMARY

IT Support and Network Technician skilled in troubleshooting, system administration (Windows/Linux), and providing technical assistance. Expertise in hardware/software diagnosis, Active Directory/Microsoft 365 management, and ensuring smooth end-user operations. CCNA and Security+ certified. Strong communication skills and commitment to reliable IT solutions.

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.
- Engineered a multi-agent orchestration system for parallelized data analysis.
- Built a web interface with real-time agent tracking and Mermaid.js visualizations.
- Implemented JIRA integration via MCP for automated epic synchronization.

ChiEAC(NGO)

Junior Network Engineer

Chicago IL

Oct 2025 – Present

- Designed and optimized LAN/WAN infrastructure using routing, switching, VLANs, and subnetting.
- Managed network services (DNS, DHCP, NAT, VPN) for secure connectivity.
- Resolved network incidents using packet analysis and troubleshooting tools.
- Strengthened network security with firewall rules, access controls, and segmentation.

DePaul University

Help Desk Administrator

Chicago, IL

Mar 2024 – May 2025

- Delivered Tier I/II technical support, maintaining 95% system uptime.
- Administered Active Directory, Microsoft 365, and supported AV systems.
- Documented recurring issues, reducing repeat tickets by 30%.

PROJECTS

Network Hardening and Incident Response

01/2025

- Deployed network defenses and incident response protocols to secure Linux servers.
- Built iptables firewall rules and implemented Fail2Ban, modsecurity, and SSL/TLS.

TECHNICAL SKILLS

Tools: Help Desk Operations, Troubleshooting, Ticketing Systems (ServiceNow, Jira), Remote Support, 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, Routing & Switching, Wi-Fi Configuration, Network Device Setup, Endpoint Security, Antivirus, Microsoft Defender, Firewall Rules, Log Monitoring (Splunk, Wireshark), System Hardening