

# DRUPADH SURESH

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## SUMMARY

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CCNA and Security+ certified IT Support and Network Technician with expertise in designing, implementing, and supporting LAN, WAN, and intranet environments. Proven ability to administer and maintain routers, switches, firewalls, wireless, and voice networks, with a focus on network security and performance optimization. Strong analytical and communication skills, adept at troubleshooting complex network issues and ensuring smooth, secure operations.

## EDUCATION

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### DePaul University

*M.S. Cybersecurity*

Chicago, IL

*Jun 2025*

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

*B.E. Computer Science*

Karnataka, India

*Jul 2022*

## EXPERIENCE

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### ChiEAC(NGO)

*Junior Network Engineer*

Chicago IL

*Oct 2025 – Present*

- Designed and optimized LAN/WAN infrastructure utilizing routing, switching, VLANs, and subnetting to enhance network performance.
- Managed critical network services (DNS, DHCP, NAT, VPN) ensuring secure and reliable network connectivity.
- Resolved complex network incidents using advanced packet analysis and troubleshooting tools, minimizing downtime.
- Implemented robust network security measures with firewall rules, access controls, and network segmentation, strengthening overall security posture.

### DePaul University

*Help Desk Administrator*

Chicago, IL

*Mar 2024 – May 2025*

- Provided Tier I/II technical support, ensuring high system uptime and user satisfaction.
- Administered Active Directory, Microsoft 365, and provided comprehensive support for AV systems.
- Documented recurring issues and implemented solutions, resulting in a 30% reduction in repeat tickets.

## PROJECTS

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### Network Hardening and Incident Response

01/2025

- Deployed robust network defenses and incident response protocols to secure Linux servers, enhancing overall network security.
- Configured iptables firewall rules and implemented Fail2Ban, modsecurity, and SSL/TLS to protect against unauthorized access and potential threats.

## TECHNICAL SKILLS

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**Networking Technologies:** Routing, Switching, VLANs, VPN, Firewalls, Intrusion Detection/Prevention Systems (IDS/IPS), Wireless Networks, TCP/IP, DNS, DHCP, NAT, Wi-Fi Configuration, Network Segmentation

**Security Tools:** Endpoint Security, Antivirus, Microsoft Defender, Firewall Rules, Log Monitoring (Splunk, Wireshark), System Hardening

**Systems Administration:** Active Directory, Microsoft 365 Administration, Windows Server, Linux Systems, User Account Management

**Other:** Help Desk Operations, Troubleshooting, Ticketing Systems (ServiceNow, Jira), Remote Support, System Imaging, Patch Management, Asset Tracking, Password Resets, Access Permissions, File/Print Server Support