

Nirajan Shrestha

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Education

University of Nebraska at Kearney

Graduation date: May 2022

Bachelor of Science Degree in Information Technology

Minor in Networking and Telecommunication

Professional Experience

Teach Me LLC (Therapy and Beyond Autism Clinic) – Technical Analyst

Dec 2022 – Present

- Provided advanced technical support and escalation for network, phone system, and security issues across 11 clinic locations, ensuring continuous operational stability and high client satisfaction through expert problem resolution and root cause analysis.
- Expertly configured and customized Zoho CRM modules, workflows, and blueprints to meet IT operational demands, while developing custom reports for key IT metrics and ensuring data integrity through robust user administration and security management.
- Analyzed existing manual Google Admin onboarding workflows to identify inefficiencies, then engineered and deployed automated solutions using Zapier, which significantly improved operational efficiency by reducing manual effort and accelerating new employee setup for IT personnel.
- Collaborated with senior leadership to design, develop, and implement a company-wide captive portal leveraging Hyper-V on an Ubuntu Server. This involved providing metrics on user engagement (e.g., how parents could access company information) and delivering comprehensive documentation and design specifications to the leadership team, ultimately enhancing network security and significantly improving the user experience for all company clients.
- Developed custom reports and dashboards in Salesforce CRM Analytics to monitor critical IT system performance metrics and proactively identify recurring technical issues, contributing to a reduction in system downtime.

OmniSOC – Security Analyst Intern at Indiana University

June 2022 – August 2022

- Systematically collected information from diverse data sources and leveraged the ELK Stack (Elasticsearch, Logstash, Kibana) for log and network monitoring to investigate security breaches, contributing to the early detection and understanding of security incidents.
- Collaborated with SOC Engineers to learn and implement automation for IDS/IPS systems within the Elastic Search environment, enhancing the capability to detect and respond to various cyber threats and vulnerabilities automatically.
- Collaborated with Rutgers University to prepare a detailed disaster recovery playbook, adhering strictly to the NIST framework guidelines, which established a clear and standardized procedure for responding to and recovering from potential IT disasters.

Student Worker and Intern - ITS UNK, Kearney, NE

May 2018 – May 2022

- Responded to user calls and ticketing system requests, meticulously troubleshooting issues to identify root causes and implement preventive measures, thereby resolving technical problems efficiently and enhancing user satisfaction.
- Configured various security protocols on Cisco routers and switches, enhancing the network's security posture by implementing robust access controls and data protection measures.

Research

Undergraduate Research Fellowship

May 2019 - Dec 2019

- Conducted research to collect insights from IT professionals regarding their computing system preferences, which led to findings on systems perceived as most convenient and efficient for daily use and resulted in a presentation at the National Conference on Undergraduate Research (2020).

Projects

Snipe-IT Inventory System Implementation (Work Project)

- Designed and deployed a comprehensive Snipe-IT asset management system within an intranet, managing end-to-end implementation including web server setup (Apache/Nginx), database configuration (MySQL/MariaDB), and application deployment on Linux to ensure robust network accessibility.
- Configured the system for asset tracking, check-in/check-out, and reporting to meet organizational needs, improving operational efficiency and reducing manual errors by providing real-time inventory visibility across the internal network.

ELK Stack for Log and Network Monitoring (Personal Project)

- Designed and implemented a comprehensive ELK Stack (Elasticsearch, Logstash, Kibana) for centralized log aggregation and network monitoring, configuring Logstash for efficient data ingestion from various network devices and servers.
- Developed custom Kibana dashboards and visualizations to provide real-time insights into network traffic, security events, and system performance, enhancing network visibility and proactive threat detection and troubleshooting.

Enterprise Networking Project (Personal Project)

- Designed and implemented a comprehensive network solution for a 600-staff trading floor support center using Cisco Packet Tracer, ensuring high availability and scalability through a hierarchical model with redundancy at every layer and dual ISP connections.
- Segmented the network into different VLANs and subnetworks for each department, allocating appropriate IP addresses through subnetting, and configured inter-VLAN routing, dynamic IP allocation via DHCP, and basic device security settings to ensure seamless communication and robust connectivity.

Technical Skills

Operating Systems:

Windows (10, 11, Server), Linux (Ubuntu, Kali Linux), macOS.

Networking & Security:

TCP/IP, DHCP, DNS, VLANs, Firewall Configuration (Windows Firewall, iptables), Network Segmentation, Network Security Principles, CLI for Networking, Network Management, Wireshark, Cisco Routing & Switching, Unifi, Captive Portal Deployment, Authentication Protocols, ELK Stack.

Virtualization:

Server Hyper-V, Virtual Machine (VM), Management Containerization (Understanding from Ubuntu server setup)

Software & Tools:

Elastic Search, ELK Stack (Elasticsearch, Logstash, Kibana), Active Directory, Tableau, Putty, Zoho Suite, Zoho CRM, DUO Administrator, Beyond Trust Remote Support, Client-Side SCCM, Service Now, Salesforce, SDLC, Footprints Ticketing System, Java, Snipe-IT, Apache/Nginx, PHP, Zapier, Workflow Automation, Google Admin, SaaS Integration, appraser.io