

# Nirajan Shrestha

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## Education

University of Nebraska at Kearney  
Bachelor of Science Degree in Information Technology  
Minor in Networking and Telecommunication  
Graduation date: May 2022

## Professional Experience

Teach Me LLC, **Desktop Support Specialist** (Dec 2022- Present)

- Provided first and second-level escalation support for network, phone systems, and security issues, employing high-quality service for clinic clients.
- Maintained, troubleshooted, and installed different UniFi devices in the network.
- Configured VPN, Switch, Firewall, Access Devices, and System Cameras on the Network.
- Created comprehensive documentation of network configuration, changes, and troubleshooting procedures.

OmniSOC **Security Analyst Intern** at Indiana University (June 2022 – August 2022)

- Collected information from data sources and used SIEM tool Elastic Search stack to investigate logs and security breaches.
- Learned how to automate the IDS/ IPS in Elastic search with SOC Engineers to find different cyber threats and vulnerabilities.
- Monitor, record incidents, and respond to vulnerabilities using different mechanisms and automated tools.
- Prepared a playbook for disaster recovery following the NIST framework with Rutgers University.

**Student Worker and Intern-** ITS UNK, Kearney, NE (May 2018 – May 2022)

- Created ITS student handbook and trained effective workflow to student workers.
- Designed and created an instructional video for professors on classroom technology.
- Provided hardware and software support to students, faculty, and staff both onsite and remotely using BeyondTrust.
- Professionally responded to calls and tickets, troubleshooting issues to identify the cause and prevent reoccurrence.
- Experience in configuring different security protocols in Cisco Router and Switch.

## Research

Undergraduate Research Fellowship (May 2019- Dec 2019)

- Selected to present findings at the National Conference on Undergraduate Research (2020).
- Finding the perspective of IT professionals on the computing system that they are using and finding which computing system is convenient and efficient for daily usage.

## Technical Skill

Software: Java, Elastic Search Stack, SQL, Putty, Wireshark, CLI for Networking, Footprints Ticketing System, DUO Administrator tool, Beyond Trust Remote Support Representative Console, Network Management, Client-Side SCCM, Service Now

System: Windows 7,8,10, Linux, UniFi, Active Directory, Windows Server, MAC OS, Kali Linux (Offence and Defense)

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