

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

Cert: Udemy MS Azure Cloud Computing AZ-104

Professional Experience

Teach Me LLC (Therapy and Beyond) – IT Analyst

Dec 2022 – Present

- Provided first and second-level escalation through Google Workspace and managed 11 locations for network support, phone system, and security issues encountered by clinic clients, ensuring continuous operational stability and high client satisfaction through expert problem resolution.
- Designed and implemented automated workflows using Zapier to streamline the manual Google Admin onboarding process, significantly improving operational efficiency, reducing errors, and accelerating new employee setup.
- Collaborated with senior leadership to design, develop, and implement a company-wide captive portal using Hyper-V on an Ubuntu Server, which enhanced network security and significantly improved the user experience for all company clients.
- Implemented and configured Windows Server for Distributed File System (DFS) and Network File System (NFS), leveraging Group Policies to centralize file access, enhance data availability, and streamline user permissions across the organization.
- Configured and maintained Unifi VPN, DNS, network switches, firewalls, access devices, and system cameras, establishing a reliable and secure network environment that supported daily operations and enhanced surveillance capabilities.
- Implemented and configured Veeam Backup & Replication solutions to ensure data integrity and rapid recovery capabilities for critical systems, enhancing overall business continuity.

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 automatically detect and respond to various cyber threats and vulnerabilities.
- Monitored real-time security alerts, accurately recorded incidents, and initiated appropriate responses to vulnerabilities using a combination of manual and automated security tools, thereby maintaining a vigilant security posture and minimizing potential impact.
- 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 subnets for each department. Using protocols like BGP and OSPF, I allocated appropriate IP addresses, configured inter-VLAN routing, and managed dynamic IP allocation via DHCP 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, Putty, Zoho Suite, DUO Administrator, Beyond Trust Remote Support, Client-Side SCCM, Service Now, Footprints Ticketing System, Java, Veeam Backup and Replication Solution, Snipe-IT, Apache/Nginx, PHP, Zapier, Workflow Automation, Google Admin, SaaS Integration