

Shanmukh Srinivas Reddy Basa

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LinkedIn — GitHub — Portfolio

Profile

Master's graduate in **Network and Information Security** with **3 years of professional experience** at HCL Technologies. Strong background in IT support, networking fundamentals, and cybersecurity basics. Experienced in troubleshooting, documentation, and supporting users in fast-paced environments. Currently based in Ireland and available to work under **Stamp 1G**.

Core Skills

- **Networking:** TCP/IP, DNS, DHCP, subnetting, basic VLAN concepts
- **Windows:** Windows 10/11, system troubleshooting, user/admin tasks
- **Directory & Cloud:** Active Directory, Microsoft 365, Azure fundamentals
- **Security:** Cybersecurity fundamentals, access control basics, secure configuration
- **Tools:** Wireshark, VirtualBox/VMware (home lab), ticketing systems

Professional Experience

Analyst – HCL Technologies

2021-2024

- Provided L1/L2 IT support for end users, resolving hardware, software, and network-related issues.
- Supported Windows systems, user accounts, and basic Active Directory administration tasks.
- Diagnosed connectivity and performance issues using structured troubleshooting approaches.
- Documented incidents, solutions, and procedures to improve resolution time and knowledge sharing.
- Worked collaboratively with technical teams to ensure timely issue resolution and service continuity.

Academic & Practical Projects

Home Lab – Windows & Networking

Built a virtual lab using VirtualBox/VMware to practise Windows administration, user management, and basic networking configuration and troubleshooting.

Network Traffic Analysis (Wireshark)

Captured and analysed network traffic to understand DNS resolution, DHCP leasing, TCP handshakes, and common network faults.

Security Fundamentals & System Hardening

Developed structured notes and checklists covering secure configuration basics, patching, access control, and endpoint security practices.

Education

MSc – Network & Information Security

Griffith College Limerick, Ireland

2024–2025

BTech – Computer Science & Engineering

Centurion University of Technology & Management, India

2017–2021

Additional Information

- **Work Authorisation:** Ireland – Stamp 1G
- **Availability:** Open to full-time IT Support / Graduate IT / Cybersecurity roles