Kyuhwan (David) Lee

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# WORK EXPERIENCE

## ShinwooTNS Mar. 2025 – Present

*Cloud Security Engineer Intern Goyang, KR*

* Managed and streamlined support processes for a rapidly growing global user base (expanded from 3,790 to 5,881 users), implementing process improvements that reduced average resolution time and lowered ticket volume, ultimately enhancing customer satisfaction.
* Collaborated on integrating vSockets with AWS VPCs and transit gateways for enterprise clients, identifying and mitigating connectivity bottlenecks to secure network traffic and boost overall performance across international infrastructures.
* Analyzed and reconfigured firewall rules in cloud environments to address complex network and security issues, achieving a 50% reduction in incident response time and reinforcing system reliability.
* Architected and deployed an LDAP-based authentication system to synchronize on-premises Active Directory with SaaS platforms, expediting user provisioning and streamlining operational efficiency across multiple departments.

## ShinwooTNS Jul. 2022 – Aug. 2022

*Cloud Security Engineer Intern Seoul, KR*

* Enhanced technical support for a global enterprise client (3,790 users) by streamlining troubleshooting protocols and leveraging diagnostic tools (Wireshark, Speedtest), achieving a 30% reduction in average incident resolution time.
* Identified the need for faster issue resolution and proposed a remote desktop support solution via 113366.com, which reduced resolution times, improved ticket closure rates, and cut support ticket volume by 25%, elevating overall customer satisfaction.
* Spearheaded the migration from a legacy security system to Cato Networks’ SASE platform for a global enterprise by coordinating cross-functional teams and executing a phased rollout, reducing downtime by 40% and enhancing network security and performance across multiple regions.

## Purdue University Jan. 2022 – May. 2022

*Undergrad Teaching Assistant West Lafayette, IN*

* Instructed lab sessions for 40 students in Data Acquisition & Systems Control, simplifying advanced concepts.
* Maintained and optimized $15K worth of lab equipment ensuring peak performance and reliability.

# EDUCATION

## Purdue University Aug. 2020 – Present

*Bachelor of Science, Computer Engineering Tech West Lafayette, IN*

* **GPA: 3.6/4.0**; *Semester Honors*
* Minor in Computer and Information Technology, Intramural Soccer, Purdue Space Program - Spaceport

# PROJECTS

## GambleX Dec. 2024 – Present

*Personal Project Remote*

* Engineered a cloud-native web application using HTML, CSS, and JavaScript on AWS that simulates gambling experiences while promoting responsible behavior by redirecting users to a dedicated warning interface.
* Leveraged AWS services including EC2, S3, and Lambda to ensure scalability, fault tolerance, and robust security

## Autonomous Vehicle Jan. 2023 – May. 2023

*Class Project West Lafayette, IN*

* Engineered and deployed a high-performance Model Predictive Control (MPC) system on an ATMega2560 microcontroller using embedded C.
* Leveraged a modular programming architecture with custom header files to enhance scalability, maintainability, and real-time performance of control algorithms.

# CERTIFICATIONS

* **Certifications:** AWS Certified Solutions Architect - Associates