

# Rakush Rimal

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Cyber Security graduate (B.Tech) and IT professional with 4 years of experience managing and securing digital environments. I have a strong foundation in system support and a growing expertise in AI and automation. I'm highly motivated by the evolving landscape of information security and committed to building resilient, automated systems that stay ahead of modern threats.

## Technical Skills

- **IT Operations & Infrastructure**
  - **End-User Support:** Comprehensive desktop and hardware support, troubleshooting for stand-alone machines, and VIP executive support.
  - **System Administration:** OS patching and deployment, system imaging (PXE/MDT), and hardware lifecycle management (Inventory & Disposal).
  - **Identity Management:** Active Directory (AD) administration, Entra ID (Azure AD), and user access control.
  - **Networking:** Knowledge of telecommunication protocols, signal testing, and network troubleshooting.
- **Software & Business Support**
  - **Enterprise Tools:** Advanced proficiency in Microsoft 365 Suite (Teams, Outlook, SharePoint, OneDrive).
  - **Platform Support:** Technical assistance for LMS (Learning Management Systems) and online teaching environments.
  - **Business Admin:** Retail-specific administrative support, database entry, and cross-functional business operations.
- **Web Development & Programming**
  - **Front-End Development:** Proficient in HTML5, CSS3, and JavaScript to create responsive web interfaces.
  - **Back-End Scripting:** Python development for automation and web functionality.
  - **Frameworks & Libraries:** Django, Flask, Pandas, NumPy, Requests
- **Project & Service Management**
  - **Project Lifecycle:** Experience in project planning, milestone tracking, and cross-departmental coordination.
  - **ITSM:** Familiarity with ticketing systems (ServiceNow), SLA compliance, and technical documentation.

## Professional Experience

### ● ISFNet, Japan

#### *IT Infrastructure Engineer (Feb 2024 - Present)*

- **Business Support for FR[Uniqlo] (Jul-2025 to Nov-2025)**
  - Handled user requests and incidents using ServiceNow ticketing system
  - Performed Active Directory administration- account creation, deletion, and access/permission management.

- Managed Microsoft 365 environments
- End-user support both in English and Japanese
- Managed Entra ID (Azure AD) group registrations
- Shared mailbox creation and management
- Remotely accessed servers and PCs to perform weekly tasks and monthly update checks
- ***IT Support Engineer at Bank of America (May-2024 to July-2025)***
  - Desktop support (L2 support) for all users
  - Windows OS and standard Microsoft applications troubleshooting, support.
  - Software installation, troubleshooting and support based on different LOBs.
  - Laptop, desktop, thin client images deployment and recovery.
  - Ticket handling and system management.
  - Security and health checks of standalone machines.
  - OS patching and upgrading for Standalone machines
  - EOL hardware and smartphone wiping and disposing.
  - Inventory warehouse maintenance.
  - Peripheral devices and accessories deployment.

- **Flow Services, Nepal**

***Software Engineer (Aug 2021- Sep 2022)***

- Design and develop the web pages
- Provide end-user training and support
- Planning and scheduling client meetings
- Client requirement interview and documentation
- Involved in the collaboration with the back-end team.

- **SRM University, India**

***Technical Support Engineer (Oct 2019 - Sep 2020)***

- Provided technical support and troubleshooting the issues.
- Give training about the use of the learning platform.
- Monitor the functionality of the application
- Mentored a group of students by providing technical guidance and strategic academic coaching, resulting in an improvement in project completion rates and overall GPA.

- **Nepal Telecom, Nepal**

***IT Intern (May 2019 to June 2019)***

- Responding to system-related inquiries from users
- Providing remote or on-site support for user's technical issues
- Researching and learning about latest technology trends and best practices
- Analyzing and addressing system error logs

### **Business Domain Knowledge**

- **Financial Sector Compliance:** Extensive experience operating within high-security banking

environments (e.g., Bank of America), strictly adhering to global data privacy standards and internal security protocols.

- **Retailing Operations:** In-depth understanding of retail business models, including supply chain logistics, inventory management, and customer lifecycle value.

## Education

**SRM University AP, India**

**July 2017- May 2021**

*Bachelor of Technology (Major in Cyber Security)*

**CGPA: 8.8/10**

## Key Courses Taken

- Cybersecurity
- AWS Cloud
- Database Management System
- Information Security
- Networking
- Japanese Language Course

## Achievements & Awards

- Indian Embassy Scholarship (06/2017 - 06/2021)  
Awarded the Indian Embassy Scholarship for academic excellence and leadership potential to pursue a bachelor's degree.
- Highschool Scholarship (06/2015 - 05/2017)  
Received the scholarship for academic excellence for my high school college fees.
- Japanese Language Course (12/2022 - 07/2023)  
Attended 1000 hours of Japanese language courses equivalent to N3.
- Captained the winning team of the football tournament in VIT Sports Fest 2020.
- Runner-up in the Table Tennis Tournament at SRM University.

## Languages

- English - Fluent
- Japanese - N3 level
- Hindi - Fluent
- Nepali - Native