Rakush Rimal

Computer Engineer
Tokyo, Japan

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Enthusiastic and dedicated technology professional with over 4 years of hands-on experience in the IT industry. Holds a B. Tech engineering degree with a major in Cyber Security and a strong passion for emerging technologies and digital protection. Highly motivated by a deep interest in information security with a solid foundation in system support, troubleshooting, and secure IT infrastructure practices. Eager to further grow in the field of Information Technology.

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.

Technical Skills:

- **Troubleshooting**
- **Desktop Support**
- **Incident Management**
- **AD Administrator**
- **Information Security**
- **Programming languages:** Python, Java, C
- **Web technologies:** HTML, CSS, JavaScript
- **Database Management:** MySQL
- **Operating system:** Windows, Ubuntu

Behavioral Skills: Communication, Time management, Quick learner, Decision maker, Adaptability

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Work Experience

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

  ISFNet is a multinational IT services and IT staffing company based in Tokyo, offering highly skilled engineers and project managers.

- - **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.

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

  Flow Services is a startup company based in Kathmandu, specializing in bringing diverse projects from around the world.

  - 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.

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

  SRM University, Institute of Science and Technology - One of India's Best Ranked Universities.

  - Provided technical support and troubleshooting the issues.
  - Give training about the use of the learning platform.
  - Monitor the functionality of the application
  - Improved my communication skill, confidence to talk with new people and learned the working of the online teaching platform.

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

  Nepal Telecom, is one of the biggest telecommunications service provider of Nepal

  - 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

Education

Degree	Institute	CGPA / %	Year
B. Tech (Major in Cyber Security)	SRM University AP, India	8.79	2017-2021
High school (Science)	Viswa Niketan H. S. S.	75%	2015-2017
10th	Pinnacle Scholars Academy	84%	2015

Key Courses Taken
- Cybersecurity
- AWS Cloud
- Operating System & Computer Architecture
- Data structure & Algorithms
- Database Management System
- Information Security
- Japanese Language Course

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

Hobbies : Sports(Basketball, Football), Hiking, Travelling