

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