Rakush Rimal

Tokyo, Japan | rakushjung@gmail.com | (+81) 070-5590-5989 | LinkedIn | Portfolio

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)*
    - **Bilingual Technical Support:** Provided high-quality end-user support in both English and Japanese, resolving technical issues for a diverse global workforce.
    - **Incident Management:** Managed the full lifecycle of user requests and technical incidents using ServiceNow, maintaining high SLA standards.

- ■ **Identity & Access Management:** Performed Active Directory administration- account & group creation, deletion, and access/permission management.
- ■ **Cloud Infrastructure (Entra ID):** Managed Microsoft Entra ID (Azure AD), handling group registrations and ensuring users had the correct cloud-based access levels.
- ■ **Microsoft 365 Administration:** Optimized the Microsoft 365 environment by managing user licenses and configuring shared mailboxes for departmental collaboration.
- ■ **Remote System Maintenance:** Conducted weekly maintenance and monthly security updates by remotely accessing servers and workstations, ensuring system stability without disrupting user workflows.

- ○ *IT Support Engineer at Bank of America (May-2024 to July-2025)*
  - ■ **Advanced Technical Support:** Provided Level 2 desktop support, acting as the go-to person for complex technical issues that couldn't be solved by the basic help desk.
  - ■ **Microsoft Ecosystem Management:** Handled daily troubleshooting for Windows OS and the Microsoft 365 suite, ensuring minimal downtime.
  - ■ **Device Lifecycle & Deployment:** Streamlined the setup of new hardware by deploying system images to laptops, desktops, and thin clients, and managed the recovery process for crashing systems.
  - ■ **Workflow & Ticket Management:** Managed the full lifecycle of technical requests through the ticketing system, ensuring every issue was documented and resolved within the agreed-upon timeframes.
  - ■ **System Security & Health:** Performed regular security audits and health checks on standalone machines to prevent vulnerabilities and ensure peak performance.
  - ■ **Software Maintenance:** Proactively managed OS patching and version upgrades for offline or standalone workstations to keep the network secure and up to date.
  - ■ **Secure Data Disposal:** Oversaw the secure wiping and disposal of End-of-Life (EOL) hardware and mobile devices, ensuring all sensitive company data was permanently destroyed before recycling.
  - ■ **Inventory Management:** Organized and maintained the hardware inventory, keeping an accurate count of stock to ensure equipment was available the moment it was needed.
  - ■ **Hardware Setup:** Deployed and configured peripherals and accessories (monitors, docking stations, webcam,etc), making sure every workstation was fully functional.

- ● **Flow Services, Nepal**

  Software Engineer (Aug 2021- Sep 2022)
  - ○ **Front-End Development:** Developed and maintained responsive, user-centric web applications using React.js, HTML5, and CSS3
  - ○ **Requirement Gathering:** Led client requirement interviews, translating high-level business goals into detailed technical documentation and functional specifications
  - ○ **Project Coordination:** Coordinated the planning and scheduling of client meetings, facilitating weekly progress demos and managing feedback loops to ensure project alignment
  - ○ **End-User Support:** Authored comprehensive user manuals and provided hands-on end-user training

- ● **SRM University, India**

  Technical Support Engineer (Oct 2019 - Sep 2020)
  - ○ Served as the primary point of contact for technical issues, diagnosing and resolving software and hardware glitches

- ○ Led comprehensive onboarding and training sessions for the University's learning platform
- ○ Proactively monitored application health and functionality
- ○ 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)
  - ○ Responded to system-related inquiries ensuring user concerns were addressed promptly
  - ○ Provided both on-site and remote troubleshooting for hardware and software issues
  - ○ Researched emerging technology trends and industry best practices
  - ○ Assisted in analyzing system error logs to identify recurring technical glitches
  - ○ Shadowed senior engineers to gain hands-on experience in large-scale telecommunications infrastructure

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*

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