

RAJAN KAPRI

St. Louis, MO 63117

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IT Support Engineer

PROFILE SUMMARY: An emerging Cybersecurity professional and proactive Computer Science graduate with a solid foundation in protecting digital assets, identifying vulnerabilities, and implementing security solutions. Equipped with strong technical and problem-solving skills, fluent in English, Nepali and Hindi and eager to contribute to cybersecurity initiatives and strengthen organizational defenses in diverse and multilingual environments.

TECHNICAL SKILLS

Software: Windows, Linux, Unity, MySQL, OpenGL, and Virtualization. Directory structure, common commands in Ubuntu. Experience troubleshooting performance issues on Windows machines. Proficient in Mendeley, Microsoft Office Suite, and data analysis.

Hardware: Experienced in troubleshooting printers, routers, switches, network devices, and Windows PCs, with knowledge of Unix (Ubuntu) systems.

Networking: Experienced in Cisco routers, switches, subnetting, SSH, VLAN, NAT, DHCP, NTP, and configuring firewalls and intrusion detection/prevention devices.

Coding: C/C++, Java, JavaScript, HTML, CSS

EDUCATION

Per Scholas, St. Louis, Missouri June 2025
Cybersecurity Training Program - Accelerated IT curriculum incorporating a comprehensive combination of formal instruction and hands-on activities in a real-world working environment

University of Missouri St. Louis, St. Louis, Missouri December 2022
Bachelor of Arts & Science in Computer Science

PROJECTS

Packet Tracer-Implement Basic Connectivity February 2025
Configured basic settings on switches, set up IP addressing on switches and PCs, and enabled the switch management interface. Used show commands to verify configurations and the ping utility to test connectivity.

Packet Tracer – SSH Configuration: March 2025
Configured SSH for secure remote access by securing passwords, encrypting communications, and verifying SSH implementation to replace insecure Telnet connections.

Online Bookstore: February 2021
Created an online bookstore using Java for backend, HTML/CSS for UI, and JavaScript for dynamic functions.

WORK EXPERIENCE

Macy's, St. Louis, Missouri July 2024 – January 2025
AYS (At Your Service)

- Facilitated secure online transactions, including purchases, returns, and order tracking, ensuring a seamless customer experience.
- Processed and verified credit applications with a strong focus on security and accuracy.
- Proficient in Macy's POS system for handling transactions, returns, and order processing efficiently.

Walmart, Fort Worth, Texas September 2023 – June 2024
Customer Service Associates

- Deliver outstanding customer service, specializing in Walmart Money Services.
- Assist customers with financial transactions, promptly addressing inquiries and resolving issues efficiently.
- Maintain precise records while ensuring strict adherence to company policies and compliance standards.

Center for Character and Citizenship (University of Missouri St. Louis), St. Louis, Missouri January 2020 – January 2022
Student Assistant

- Provided data organization and analysis support to the research team to improve efficiency.
- Managed and shared research papers using Mendeley, streamlining reference management.
- Assisted with administrative tasks to facilitate seamless project operations.