Rahul N Jaishankar

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EDUCATION

Purdue University, West Lafayette, IN – U.S.A.: Bachelor's in Digital Criminology   December 2023
Relevant Coursework: Cybersecurity, Digital Forensics, Ethics in Data Science, Cyber Criminology, System & Network Administration, System Analysis & Design, Software Development, Statistics

EXPERIENCE

Boost Mobile, Retail Manager   February 2024 – February 2025
- Promoted from Trainee to Manager in a high-volume wireless retail chain
- Oversaw operations across multiple locations, ensuring efficiency and profitability
- Achieved revenue targets through strategic sales and customer engagement initiatives
- Trained and mentored staff to enhance performance and customer satisfaction
- Managed inventory to optimize stock levels and reduce shrinkage
- Implemented cybersecurity and fraud prevention measures
- Provided bilingual support (Spanish/English) customer service
- Ensured compliance with company policies and industry regulations

ResNet ITaP Purdue University, Student Associate   August 2019 – December 2023
- Resolved network issues to minimize downtime and optimize performance
- Implemented Agile methodologies to streamline ticket management
- Managed support tickets with professionalism and efficency
- Conducted on-site troubleshooting and repairs in campus residential areas
- Provided reliable connectivity solutions and exceptional customer service

College of Lake County Illinois, Desktop Services Student Worker   January 2017 – May 2018
- Supervised IT labs to ensure smooth operations
- Provided Tier-1 technical support for user concerns and issues
- Managed campus printing services and troubleshooting
- Maintained a productive and user-friendly lab environment

Freshens Purdue University, Student Associate   August 2016 – December 2017
- Provided prompt and efficient customer service
- Ensured customer satisfaction and built strong relationships
- Assisted I kitchen operations and maintained quality standards
- Fostered a positive and collaborative team environment

Shelf Drilling Dubai, ERP Intern   May 2016 – August 2016
- Assisted in the administration and maintenance of Oracle ERP systems
- Gained hands-on experience in supply chain and logistics operations
- Supported data management and system optimization efforts
- Collaborated with teams to enhance workflow efficiency and accuracy

Springdales School Dubai, Summer Intern   March 2015 – August 2016
- Provided PC and network support for students and teachers
- Managed an Oracle database and oversaw IT inventory
- Gained experience I database administration and asset management
- Assisted in maintaining a secure and reliable IT environment for education

PROJECTS

SupplyNow, Software Developer
- Designed and developed the company's landing page and CRM software
- Built a real-time data tracking dashboard for improved decision-making
- Engineered an inventory management system to enhance operational efficiency
- Managed version control to ensure seamless collaboration and deployment

CERTIFICATIONS

Pursuing CompTIA Security+ Certification, SYO-701, 2025
SAP, Introduction to ERP Systems Certificate, 2014
Brown University, Summer@Brown Computer Engineering Module, 2013

SKILLS

Full-Stack Web Development & System Administration — Proficient in Windows & Linux environments
Programming Languages — Java, Python (proficient); C, SQL, HTML, CSS, JavaScript, Swift (comfortable)
Frameworks & Tools — React, Flask, MongoDB, digital forensics tools, web scraping frameworks, ticketing systems
Developer Tools — Git, Docker, Kubernetes, AWS, Heroku, Cisco CLI for efficient development & deployment
Language Proficiency— English (Fluent), Spanish (Intermediate), Arabic (Beginner), Hindi & Malayalam (Native)

Visa Status: U.A.E. Golden Visa Holder