

# GIRISH KUMAR V

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## Summary

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Results-driven IT professional with 12+ years of experience in NOC, technical operations, change/incident management, and system administration. Skilled in server monitoring, application support, and automation. Transitioning into Data Science and AI with certifications from Microsoft and IBM. Passionate about applying machine learning and analytics to solve real-world problems.

## Technical Proficiencies

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- **Languages & Tools:** Python (Pandas, NumPy, Matplotlib, Seaborn), SQL, Excel, Power BI
- **Platforms:** Jupyter Notebook, VS Code, Linux (Red Hat), Windows Server
- **Monitoring/Ticketing:** Nagios, Salesforce, Remedy, Netcool
- **Other Skills:** Data visualization, automation scripting, incident/change management

## Work Experience

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**Indelox Services Pvt Ltd – System Administrator** *Sep 2025 – Nov 2025*  
- Managed Windows servers and Active Directory administration. - Automated tasks via scripting, improved efficiency. - Provided global support across UK, USA, Germany.

**Agile Tech – Lead, Tech Solutions & Operations** *Apr 2017 – Jun 2025*  
- Led B2B tech solutions and client interactions.

**Syniverse Technologies – System Analyst / Operations Support** *Jan 2010 – Mar 2017*  
- Executed CRQ/MOP for change management. - Administered Apache Web Servers, DNS, NFS, VM infrastructure. - Automated tasks with shell scripts and managed backups. - Coordinated data center migration projects. - Generated weekly monitoring reports and preventive plans.

**Verisign Technologies – System Engineer** *Jul 2007 – Jan 2010*  
- Monitored and supported application servers, Apache, DNS, NFS, FTP. - Managed alarms and tickets, ensuring SLA compliance.

## Projects

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**Royal Enfield Sales Analysis Dashboard** – Power BI Interactive dashboard analyzing bike sales across models, regions, dealers, and color variants with KPIs and trend insights.

**Sales & Marketing Call Centre Dashboard** – Excel Dashboard tracking call trends, lead conversion rates, campaign effectiveness, and agent performance for data-driven decisions.

**Heart Disease Analysis Dashboard** – Power BI Explored patient demographics, risk factors, and medical attributes to uncover healthcare insights.

**Real Estate Portfolio Dashboard** – Power BI Multi-page dashboard with KPIs, forecasting, and debt insights for portfolio management.

**Agriculture Production Insight Dashboard** – Power BI Comprehensive analysis of agricultural performance across regions and crop types, highlighting yield efficiency.

**COVID-19 Global Dashboard** – Power BI Visualized global COVID-19 metrics (cases, deaths, recoveries) with interactive maps and KPI cards.

## Education

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- **M.Sc. Computer Science** – Sikkim Manipal University - **B.Sc. Computer Science** – Bengaluru University

## Certifications

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- Microsoft Certified, Red Hat Certified - In progress: Data Scientist Certification (MS/IBM)

## **Achievements**

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- Above and Beyond Award – Syniverse - Excellence Award – Syniverse - Spark Award – Syniverse