

Girish Girijan

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Professional Summary

- Dedicated and empathetic customer service professional with around 4 years of experience in providing exceptional support and solutions.
- Provide technical support, document, and analyze client requests, integrate them into policies, and rules and deploy to managed systems; adhere to corporate operating procedures (SLAs); minimize outages.
- Proven ability to handle a high volume of phone and email inquiries, troubleshoot complex issues, and deliver extraordinary customer experiences.
- Skilled in understanding and communicating complex technical information in a clear and friendly manner.
- Familiar with GAAP principles and adept at working with cross-functional teams to enhance product functionality and user satisfaction.
- Around 3 years of extensive work experience in Web application development.
- Expertise in developing web pages using HTML5, CSS3, Object Oriented JavaScript, ES6, JSON, XML. Good understanding of Document Object Model (DOM) and DOM Functions.
- Strong knowledge in building Web Applications, using React, NextJs, Angular for client side, Node.js/Express for server side and SQL Server, MySQL, and Mongo Db for database.
- Extensive experience in developing Restful web services with Python Django rest framework, Express, and NodeJS.

Technical Skills

- ITSM tools: ServiceNow, JIRA, ESMT, BB Universe, Salesforce
- Hardware-Software: Deployment-Troubleshooting
- Infrastructure Monitoring and Application Logs Reading
- Apple Break Fix Technician
- Microsoft Servers: SQL, Windows 2008/2012 R2/2016, Exchange 2016/2019
- Operating Systems and IDE: macOS, Ubuntu, iOS, Android, Visual Studio.
- Web Development: HTML5, CSS3, JavaScript, ReactJs, NextJs, NodeJs, Django Rest Framework, Python, Java
- Office 365/ Azure/ Google G Suite Administration
- PowerShell Script Automation
- Virtualization: MS Hyper-V,
- VMware vSphere, Oracle Virtual Box, Visionapp 2010 R2
- Database: MySQL, SQL Server, Oracle, SQLite, SQL Server Reports, MongoDB, PostgreSQL
- Languages and Platforms: Java, C#, Objective C, Microsoft, Azure, Python, shell scripting languages (UNIX shell scripts, Windows PowerShell).

Work Experience

Splunk — Technical Support

Nova Scotia | Canada

Nov 2020 - Present.

- Strong command of platforms like AWS, salesforce, slack, and service now. Supporting our clients with cloud and administrative issues and exposure to Bit buck, Jira, and Confluence.
- Helping customers via calls, SDFC ticketing system, or email for tech support to enterprise-level customers needing assistance with their data mining accounts according to their request.
- Resolve cases that are escalated, Conceptualize, design, build, and maintain current and future customer-supported tools and platforms.

- install and maintain Splunk infrastructure, gather requirements from customers, onboard data, and assist end users with searches, dashboards, reports, and knowledge objects and may be required to interact with senior management, as necessary.
- Support Splunk Management with white glove situations, and high-priority cases, Work with existing and custom Splunk applications and add-ons to fulfill customer needs.
- Design, build, implement, and administer Splunk infrastructure in on-prem and cloud environments. Create, manage, and support automation solutions for Splunk deployment and orchestration in on-prem and cloud environments.
- Monitor Ticket Queues to ensure high-priority tickets are receiving appropriate attention.
- Provide overall engineering and design support for a distributed Splunk environment consisting of heavy forwarders, indexers, and search head servers, spanning security, performance, and operational roles & Onboard data to Splunk via forwarder, scripted inputs, TCP/UDP, and modular inputs from various sources.
- Work closely with all relevant stakeholders to solve technical problems at the network, system, and application levels.
- Solving issues for Splunk account, Splunk licenses and entitlement using Salesforce and Service Now platform, Troubleshooting and resolving Diag issues in Splunk base environment.
- Conduct periodic architectural reviews of Splunk and related systems to assess effectiveness and propose optimal installation alternatives as required.
- Develops reporting and analytics to support business / group presentation of results and peer comparison for internal / external stakeholders e.g. competitive scorecard and analytics, quarterly and annual MD&A, analyst presentations.

Path solutions India private limited — Web Developer

April 2016 - May 2018.

Kerala | India

- Completed 12+ web development projects, showcasing proficiency in HTML, CSS, and JavaScript, this included 3 projects for Fortune 500 clients, contributing to a 30% increase in project acquisition.
- Identified and resolved 50+ bugs in existing websites, ensuring a seamless user experience, this approach led to a 25% decrease in post-launch issues and increased client satisfaction.
- Adopted agile development methodologies for 5 major projects, resulting in a 20% reduction in project timelines, this agile approach enhanced adaptability to changing client requirements.
- Ensured cross-browser compatibility for all projects, addressing issues related to Chrome, Firefox, Safari, and Edge, this meticulous testing reduced user-reported browser-related issues by 40%.
- Writing and tuning complex sub-queries, SQL stored procedures, functions, and triggers.
- Testing and Error corrections in the system by debugging the SQL codes.
- Managed performance and tuning of SQL queries and fixed the slow-running queries in production with utilities like SQL Profiler.
- Extensive experience in writing and tuning complex sub queries, SQL stored procedures, functions, and triggers.
- Collaborated with the UX/UI team to enhance the user interface of 3 critical projects, resulting in a 20% improvement in user engagement metrics, this contributed to the overall effectiveness of the delivered solutions.
- Implemented performance optimization techniques for 5 websites, resulting in a 25% decrease in page load times, this positively impacted user satisfaction and SEO rankings.
- Led workshops for 2 major clients, teaching website maintenance and content updates, this initiative resulted in a 30% drop in routine maintenance requests, empowering clients to independently manage their websites.

Education

Lambton college, Canada

May 2018 – Jan 2020

Software and Database development

University of Calicut, India

Nov 2012 - Nov 2015

Master of Computer Application