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| RAJIV GIRI | Cincinnati, OH  [513.834.3371 | rajivgiri2025@gmail.com](mailto:513.834.3371%20|%20rajivgiri2025@gmail.com)  [Portfolio](https://rajg2023.github.io/careerportfolio/) | [LinkedIn](https://www.linkedin.com/in/girirajiv/) | [GitHub](https://github.com/rajg2023) |

**Professional Summary**  
Analytical and technically proficient Business Systems Analyst with hands-on experience in enterprise application support, system integration, and root cause analysis. Skilled in requirements analysis, incident management, data validation, and end-to-end SDLC execution within Agile/Scrum environments. Proven ability to troubleshoot complex technical issues, document functional and technical requirements, and support system migrations, upgrades, and UAT to ensure high system performance and minimal downtime.

**Core Competencies & Skills**  
Application Support | Root Cause Analysis | Requirements Gathering | Functional & Technical Documentation | RTM & FSD Development | Data Validation | System Integration | UAT Execution | SDLC | Agile/Scrum | Process Improvement | SQL | ETL | Jira | Confluence | Change & Release Management | QA & SDET Practices | Technical Troubleshooting

**Core Soft Skills**  
Analytical Problem Solving | Stakeholder Collaboration | Clear Communication | Attention to Detail | Task Prioritization | Process Optimization | Mentoring & Training | Continuous Learning

**Professional Experience**

* Led technical investigations and root cause analysis for system incidents to resolve defects, restore functionality, and prevent recurring errors.
* Supported application lifecycle management including system configuration, testing, release management, and post-deployment validation.
* Gathered technical and business requirements, developed FSDs/RTMs, and tracked deliverables through full SDLC phases.
* Collaborated with developers, QA engineers, and database teams to resolve integration, data mapping, and compatibility issues across enterprise systems.
* Designed and executed detailed UAT test plans, documented results, and managed ticket resolution for production readiness.
* Facilitated system migrations and application upgrades by performing backend data verification, regression validation, and impact analysis.
* Authored support documentation, knowledge base articles, workflow guides, and escalation procedures to optimize service efficiency.
* Analyzed service trends and incident metrics to proactively identify performance bottlenecks and implement preventive maintenance strategies.

**Employment History**  
Protiviti (Robert Half) – Senior Analyst, Technology – 2022 to 2024  
PCMS/Flooid – Technical Support Consultant – 2017 to 2018  
Ingage Partners/Thrive – Data Analyst – 2016 to 2017  
Humana– Certified Pharmacy Technician – 2012 to 2015

Kroger – Certified Pharmacy Technician – 2009 to 2012

**Education & Certifications**  
Bachelor of Arts – University of North Bengal (2007)  
Google Data Analytics Professional Certificate – Coursera (2025)  
Java Bootcamp – MAX Technical Training  
IT Support & QA Testing – Per Scholas