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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**  
Experienced Application Support Engineer skilled in technical troubleshooting, incident resolution, and application/server support. Proficient in SQL, log analysis, patch management, and cross-functional communication. Successfully maintained uptime and prevented downtime in fast-paced production environments.

**Core Competencies & Skills**  
Technical Troubleshooting | SQL | Log Analysis | POS Support | Application Servers | Incident Management | Root Cause Analysis | Patch/Release Management | SDLC | Agile/Scrum | Jira | Confluence

**Core Soft Skills**  
Cross-functional collaboration | Effective communication | Critical thinking | Attention to detail | Time management | Leadership and mentoring | Problem solving | Eagerness to learn

**Professional Experience**

* Facilitated resolution of complex Tier 3/4 technical issues across POS systems and application servers running on Windows and Linux, leveraging SQL queries, error log analysis, and effective cross-team communication.
* Retested, managed, and coordinated deployment of software patches following defect resolution to ensure successful application updates with minimal downtime.
* Communicated complex technical solutions clearly and effectively to diverse stakeholders, including technical teams and end users.
* Conducted detailed defect analysis and manual testing on web, desktop, and retail platform applications to validate fixes and identify recurring issues.
* Utilized SQL scripting and log analysis to reproduce defects, perform root cause investigations, and recommend optimized solutions to improve system stability.

**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/Kroger – Certified Pharmacy Technician – 2009 to 2015

**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