

Manish Giri

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IT Professional with 2+ years of combined experience diagnosing and troubleshooting enterprise server hardware, Linux systems, and network infrastructure, with a background in IT support. Experienced in component-level troubleshooting, hardware repair, preventative maintenance, server deployment, Linux CLI/SSH diagnostics, and technical issue resolution in high-volume production environments. Google IT Support Professional Certificate holder with hands-on experience maintaining physical infrastructure, collaborating with engineering teams, and supporting operational uptime.

EDUCATION

Bachelor of Science in Computer Information Technology

May 2026

Cybersecurity Specialization | Computer Science Minor

Northern Kentucky University

Highland Heights, KY

GPA: 3.803 | Honors: College of Informatics Dean's List, President's List

Google IT Support Professional Certificate - Google, Coursera

June 2026

Google Cybersecurity Professional Certificate - Google, Coursera

Dec 2023

Google IT Automation with Python Professional Certificate - Google, Coursera

June 2023

WORK & RELEVANT EXPERIENCE

Diagnostic Technician II - Jabil | Florence, KY

March 2025 - Present

- Led a shift team of 4-5 diagnostic technicians as a Line Lead, using the Jira ticketing system to prioritize server failures and troubleshooting workflows based on rack yield, production priorities, and customer requirements while communicating equipment issues and status to supervisors and test engineers.
- Diagnosed and repaired component-level failures across 10-15+ enterprise servers per shift using Linux CLI, SSH, diagnostic scripts, and ipmitool to isolate root causes and restore equipment to operation.
- Partnered with Pilot Engineering and Test Engineering teams to diagnose systemic hardware failures, isolate root causes, and implement corrective actions, contributing to a 10% improvement in server reliability and production output.
- Performed preventative maintenance, component replacement, and hardware repairs on enterprise server infrastructure, independently resolving equipment issues with limited guidance to support operational uptime.
- Installed, configured, and tested enterprise rack-server systems, including rack installation and the lifting/moving of heavy infrastructure components in a high-volume production environment while following operational safety procedures and data security standards.

IT Specialist - Kumudini Academy | Birgunj, Nepal

April 2021 - March 2022

- Provided Tier 1/2 technical support, diagnosing and resolving Windows OS, hardware, and local network issues, including basic TCP/IP connectivity and network configuration problems across school infrastructure.
- Maintained and optimized IT systems and infrastructure configurations to reduce technical issues and operational disruptions.
- Monitored endpoint systems to maintain security, system integrity, and reliable day-to-day operations.

TECHNICAL & BUSINESS PROFICIENCIES

Technical: Server Hardware Diagnostics & Repair, Component-Level Troubleshooting, Linux (OS/CLI/Bash), SSH, ipmitool, Preventative Maintenance, Component Replacement, Log Analysis, Network Troubleshooting, TCP/IP, Routing & Switching, Jira, Wireshark, Python, Scripting

Business: Technical Leadership, Operational Uptime Optimization, Shift-Handoff Documentation, Quality Assurance (QA), Safety & Regulatory Compliance, Cross-Functional Team Collaboration

PROJECTS

Home Lab for Network Security | VirtualBox, OPNsense, Kali Linux, Suricata

[GitHub](#)

- Constructed a virtualized network environment using VirtualBox, deploying Kali Linux and a Windows target system to safely validate network isolation protocols.
- Configured OPNsense as a core firewall solution, implementing custom Suricata intrusion detection rules and analyzing system logs to monitor and mitigate scanning threats.

Virtual Network Design and Sniffing | Network Design, Ubuntu Linux, Wireshark, TShark

[GitHub](#)

- Designed a virtual network topology with routing and endpoint nodes on Ubuntu Linux and used Wireshark/TShark to capture and analyze TCP/IP network traffic.