Manish Giri

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Open to relocation | Available for 24/7 shifts (days, nights, weekends, holidays) and on-call rotations

IT professional with 2+ years of combined experience diagnosing and repairing enterprise server hardware, Linux systems, and network infrastructure. Line Lead at Jabil, troubleshooting component-level failures across 10–15+ enterprise servers per shift in a high-volume critical environment, with hands-on rack installation, fiber cabling, and switch/network troubleshooting. Train newer technicians (approximately 10 to date) and partner with engineering teams to improve server reliability. B.S. in Computer Information Technology (Cybersecurity) and Google IT Support Professional Certificate holder.

SKILLS

Hardware & Data Center: Enterprise server break-fix, Component-level diagnostics and replacement (CPU, DIMM, motherboard, NVMe/SATA, GPU), PCIe link validation, Rack installation and deployment, PDUs, Fiber cabling and SFP/QSFP transceivers, Preventative maintenance, ESD and safety standards, Safe lifting (40+ lbs), 5S

Operating Systems & Tools: Linux (CLI, Bash), Windows, MS Office, SSH, IPMI/ipmitool, Log analysis, Ticketing systems (Jira), Git, Python scripting

Networking: Network troubleshooting (Layer 1/2), TCP/IP, DNS, DHCP, Routing and switching, Switch connectivity diagnostics

Leadership & Operations: Technical leadership, Training and onboarding, Root cause analysis, Incident escalation, Shift-handoff documentation, Process improvement, Change management, SLA tracking, Quality assurance, Cross-functional collaboration

WORK & RELEVANT EXPERIENCE

Diagnostic Technician II (Line Lead) - Jabil | Florence, KY — March 2025 – Present

- Lead a shift team of 4–5 diagnostic technicians; prioritize server failures and troubleshooting workflows in the Jira ticketing system based on rack yield, production priorities, and customer requirements, and communicate equipment status to supervisors and test engineers, escalating issues as needed.
- Diagnose and repair component-level failures (motherboards, CPUs, DIMMs, NVMe/SATA drives, GPUs) across 10–15+ enterprise servers per shift using Linux CLI, SSH, diagnostic scripts, and ipmitool to isolate root causes and return equipment to service, tracking repair turnaround against SLA targets.
- Partner regularly with PILOT and Test Engineering on major failure-analysis projects, including PCIe link checks and BDF tree analysis, to isolate root causes of systemic hardware failures and implement corrective actions, contributing to a 10% improvement in server reliability and production output.
- Trained and onboarded approximately 10 technicians on server diagnostic workflows, tools, and safety procedures.
- Install, configure, and test enterprise rack-server systems, including rack installation, PDUs, fiber cabling with SFP/QSFP transceivers, and lifting and moving 40+ lb components while following ESD, 5S, safety, and data-security standards.
- Troubleshoot switch and network connectivity issues encountered during server repair and validation.
- Perform preventative maintenance, component replacement, and hardware repair under change management procedures, independently resolving equipment issues with limited guidance to support operational uptime.
- Maintain shift-handoff documentation of equipment status and recurring failures, contributing to process improvements.

IT Specialist - Kumudini Academy | Birgunj, Nepal — April 2021 – March 2022

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

PROJECTS

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

- Built a virtualized network with an OPNsense firewall, custom Suricata intrusion-detection rules, and log analysis to detect and mitigate scanning threats.

Virtual Network Design and Sniffing | *Ubuntu Linux, Wireshark, TShark* — GitHub

- Designed a virtual network topology with routing and endpoint nodes and analyzed captured TCP/IP traffic.

EDUCATION & TRAINING

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

AWS Data Center Foundations (coursework) - Amazon Web Services, Coursera — Oct 2026
Google IT Support Professional Certificate - Google, Coursera — June 2026