

# Sabrina de Rose

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## SUMMARY

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*CompTIA A+ certified IT support specialist with hands-on experience in troubleshooting, remote desktop tools (RDP, AnyDesk), and customer support. Currently pursuing a B.S. in Network Engineering & Security at WGU and preparing for Linux Essentials certification. Proficient with Jira, Zendesk, and Freshdesk. Looking for a remote Helpdesk or IT Support role to apply skills in technical support, ticketing, and incident resolution.*

## TECHNICAL SKILLS

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- **Remote Support Tools:** AnyDesk, RDP, Google Meet
- **Ticketing Systems:** Jira, Zendesk, Freshdesk (simulated)
- **Operating Systems:** Windows 10/11, Linux (CLI)
- **Troubleshooting Areas:** Password Resets, Printer/Network Issues, Application Access
- **Productivity Tools:** Microsoft 365, Google Workspace
- **Soft Skills:** Communication, Documentation, SLA Adherence

## WORK HISTORY

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### Starbucks – Barista Trainer (Oct 2020 – May 2025)

- Trained new hires with adaptable teaching methods
- Troubleshoot minor tech issues (POS systems, printers) during high-volume hours
- Maintained business continuity through fast issue resolution and cross-functional collaboration

### American Red Cross – Student Volunteer (Jul 2019 – Mar 2020)

- Digitized sensitive records using Excel/internal platforms
- Supported outreach logistics and gained exposure to user support systems

## EDUCATION

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### **B.S. Network Engineering & Security**

Western Governors University – Feb 2025 to Aug 2027 (Expected)

### **CERTIFICATIONS**

- CompTIA A+ (2024)
- LPI Linux Essentials – Scheduled June 2025

## PROJECTS

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### **Helpdesk Ticket Simulation – GitHub**

- Simulated ticketing lifecycle using Jira, Zendesk, and Freshdesk
- Documented and resolved issues: password resets, app access, printer/network issues

### **Linux CLI Labs**

- Developed shell scripting fundamentals, user/file permissions, and navigation
- Built foundational Linux knowledge for upcoming certification