

SABRINA DE ROSE

PROFILE

CompTIA A+ certified IT Support Specialist with hands-on experience in Linux system administration, troubleshooting, dual-boot configuration, and hardware/software issue resolution. Currently pursuing a B.S. in Network Engineering & Security at WGU and preparing for the LPI Linux Essentials exam. Demonstrated ability to deploy, maintain, and document Linux environments. Actively building a public GitHub portfolio showcasing real-world technical projects. Seeking an entry-level IT Support, Help Desk, or Junior System Administrator role.

TECHNICAL SKILLS & TOOLS

- **Operating Systems:** Arch Linux, Windows 10/11, Nobara Linux
- **Support Tools:** GitHub (SSH), Neovim, systemd, Timeshift, GRUB
- **Security Tools:** rkhunter, lynis, firewallld
- **Office Suites:** Microsoft 365, Google Workspace
- **Scripting:** Bash (basic), Markdown
- **Version Control:** Git
- **Planned:** Freshdesk (ticketing), Helpdesk simulation
- **Troubleshooting** (password resets, network issues, application access)
- **Dual-boot setup** (Linux + Windows)
- **System recovery & reinstallation**
- **IT documentation & ticket simulation planning**

WORK EXPERIENCE

Barista Trainer

Starbucks | Los Angeles, CA

Oct 2020 – May 2025

At Starbucks, I led the training of over ten new hires, emphasizing adaptable teaching methods and efficient task delegation. During high-volume operations, I frequently resolved point-of-sale issues, printer malfunctions, and network hiccups with mobile order devices. My ability to troubleshoot technical disruptions while maintaining team morale contributed to smooth, continuous store performance and a reduction in downtime during peak periods.

Student Volunteer

The American Red Cross | Atlanta, GA

July 2019 – March 2020

As a student volunteer, I digitized and organized confidential paper records into internal systems. I also supported logistics operations and assisted staff with internal tools, gaining early exposure to documentation, user workflows, and structured digital environments.

PROJECTS

arch-linux-kde-daily-driver

Deployed Arch Linux from scratch with custom disk partitioning and KDE Plasma desktop. Configured GRUB for multi-boot use, set up BTRFS with snapshots, and integrated tools like Timeshift, rkhunter, and lynis for security. Customized the system aesthetic using a Neo-Y2K ricing theme and established GitHub SSH integration for remote syncing and version control.

windows-setup

Performed a clean install of Windows 11 and systematically removed telemetry, bloatware, and auto-start tasks while preserving system updates and compatibility. Created repeatable documentation for future installs and established co-existence with Linux systems.

arch-linux-hyprland-nvidia-failure

Documented a failed Arch Linux installation attempt using Hyprland with an NVIDIA GPU. The project includes step-by-step breakdowns of boot errors, kernel parameter issues, and Wayland display failures. This effort directly informed improvements in later, successful setups.
