

YEABSIRA DIRES

Las Vegas, NV | yab@duck.com | 702-577-1216
linkedin.com/in/yeabsira702 | github.com/yab2 | Portfolio

EDUCATION

Western Governors University
Bachelor of Science in Computer Science

Salt Lake City, UT (Remote)
Expected Graduation: 2026

PROFESSIONAL EXPERIENCE

Dataprise (Internship)

IT Technician Associate

New York(Remote)
Jun 2025 – Nov 2025

- Provided Tier 1 technical support for end users across multiple clients via phone, remote tools, and ticketing systems, resolving **20+ issues weekly**.
- Diagnosed and resolved hardware, software, and network-related issues in **Windows 10/11** and **macOS** environments.
- Supported user account administration in **Active Directory** and **Microsoft 365**, including password resets, license assignments, and group policy changes.
- Assisted in imaging and deployment of laptops and desktops using **Windows Deployment Services (WDS)** and **Microsoft Intune**.
- Collaborated with senior technicians and engineers to escalate complex issues, gaining exposure to enterprise-level IT operations and best practices.
- Performed basic network troubleshooting, including **IP configuration**, **DNS issues**, and **VPN connectivity** using tools like **Cisco AnyConnect**.

Goh Insurance

Help Desk Technician (Part-Time)

Las Vegas, NV
Mar 2023 – Present

- Exceeded performance targets by maintaining **95-100% customer satisfaction scores**, surpassing company average of 90%.
- Resolved **30+ Priority 1 tickets daily** with **95% first-call resolution rate** through systematic troubleshooting methodologies.
- Improved team efficiency by **25%** by developing comprehensive troubleshooting documentation and knowledge sharing processes.
- Streamlined support workflows and implemented process improvements that enhanced overall customer satisfaction ratings.

Debre Bisrat St. Gabriel Church

Help Desk Analyst (Volunteer)

Las Vegas, NV
Mar 2020 – Present

- Oversee IT infrastructure for a 100+ member organization, maintaining workstations, printers, and AV equipment to ensure seamless operations.
- Diagnose and resolve hardware/software issues and network connectivity problems, minimizing downtime for administrative staff.
- Implement security hardening measures, including regular Windows updates, antivirus deployment, and strict access control policies.

PROJECTS

Interactive IT Portfolio | React, TypeScript, Vercel

2024 – Present

- Developed a professional portfolio website to showcase troubleshooting expertise and home lab projects, deployed via Vercel with CI/CD pipelines.
- Created comprehensive technical guides covering **Windows login**, **network connectivity**, **Group Policy**, and printer configuration.
- Documented advanced system administration tasks including Active Directory management and system hardening techniques.

TECHNICAL SKILLS

Operating Systems: Windows Server 2016/2019/2022, Windows 10/11, Ubuntu Linux, macOS

Networking & Security: Active Directory (AD DS, GPO, DNS, DHCP), Azure AD, TCP/IP, VPN, Firewalls, Security Hardening

Tools & Virtualization: PowerShell Scripting, Microsoft 365 Admin, ServiceNow, Zendesk, Veeam, Hyper-V, VMware

CERTIFICATIONS

CompTIA: A+, Network+, Security+ (2025)

Microsoft: 365 Fundamentals (MS-900) (2024)

Google: IT Support Professional (2024) · IT Automation with Python (2025)