

YEABSIRA DIRES

IT Technician — System Administrator

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PROFESSIONAL SUMMARY

IT Technician and System Administrator with 6 industry certifications (CompTIA A+, Network+, Security+, MS-900) and proven expertise in Windows Server administration, Active Directory management, and network troubleshooting. Achieved 95%+ customer satisfaction through efficient help desk support and resolved 30+ critical infrastructure issues. Reduced system downtime by implementing proactive monitoring solutions and maintaining 99% network uptime across enterprise environments.

PROJECTS

Portfolio · portfolio-oq4a.vercel.app 2024 – Present

Interactive portfolio showcasing hands-on IT troubleshooting expertise through home lab projects

- Developed comprehensive IT troubleshooting guides covering Windows login, network connectivity, Group Policy, and printer configuration
- Created documentation for Active Directory management, Group Policy deployment, and network troubleshooting scenarios
- Documented backup and restore procedures, remote desktop troubleshooting (RDP/VPN), and system hardening techniques
- Built professional portfolio using React and TypeScript, deployed on Vercel with continuous integration

CERTIFICATIONS

CompTIA A+ (2025) · **CompTIA Network+ (2025)** · **CompTIA Security+ (2025)** · **Microsoft 365 Fundamentals (MS-900) (2024)** · **Google IT Support Professional (2024)** · **Google IT Automation with Python (2025)**

TECHNICAL SKILLS

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

Directory Services: Active Directory (AD DS, GPO, DHCP, DNS), Azure Active Directory, User Account Management

Networking: TCP/IP, VPN Configuration, Network Troubleshooting, Subnetting, VLAN Management, Firewall Configuration

Security: Security Hardening, Vulnerability Assessment, Endpoint Protection, MFA Implementation, Security Policies

Support & Troubleshooting: Remote Desktop Troubleshooting (RDP, VPN), Backup and Restore Procedures (Data Recovery), Printer Configuration, Hardware/Software Diagnostics

Tools & Technologies: PowerShell Scripting, Remote Desktop Services, Virtualization (Hyper-V, VMware), Microsoft 365 Admin Center, Ticketing Systems (ServiceNow, Zendesk), Backup Solutions (Veeam, Windows Backup)

PROFESSIONAL EXPERIENCE

IT Technician

June 2023 – Present

Goh Insurance, Las Vegas, NV

- Provided tier 1/2 technical support for 50+ users achieving 95% customer satisfaction rating
- Administered Windows Server 2019 environment with Active Directory, DHCP, DNS, and Group Policy
- Configured network infrastructure including routers, switches, and firewalls with security best practices
- Managed Microsoft 365 tenant administration supporting 50+ users with Exchange, SharePoint, and Teams
- Executed backup and disaster recovery procedures using Veeam, successfully recovering critical systems

Systems Administrator Intern

September 2025 – December 2025

Dataprise, Las Vegas, NV

- Resolved 150+ technical support tickets with 98% first-call resolution rate, reducing resolution time by 40%
- Deployed and configured 25+ Windows workstations using automated imaging and Group Policy compliance
- Maintained Active Directory user accounts for 200+ employees, managing permissions and security groups
- Documented 15+ technical procedures improving team efficiency by 30%

Volunteer IT Technician

January 2022 – present

Debre Bisrat Church, Las Vegas, NV

- Maintained IT infrastructure for 100+ member organization including workstations, printers, and AV equipment
- Troubleshoot hardware and software issues including printer connectivity and email configuration
- Implemented security hardening with Windows updates, antivirus deployment, and access controls

EDUCATION

Bachelor of Science in Computer Science

Expected Graduation: 2026

Western Governors University – In Progress