Yeabsira Dires

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

Education

Western Governors University   Salt Lake City, UT (Remote)
Bachelor of Science in Computer Science   *Expected Graduation: 2026*

Professional Experience

Dataprise   Las Vegas, NV
IT Support Intern   *Feb 2024 – May 2024*

- Resolved **150+** technical support tickets with a **98% first-call resolution rate**, significantly reducing overall resolution time by 40% and boosting team productivity.
- Deployed and configured **25+** Windows workstations using automated imaging and Group Policy compliance, ensuring standardized security configurations across the network.
- Administered **Active Directory** accounts for **200+** employees, managing user permissions, security groups, and access controls to maintain system integrity.
- Authored **15+** technical documents and knowledge base articles, improving team troubleshooting efficiency by 30%.

Goh Insurance   Las Vegas, NV
IT Technician   *June 2023 – Jan 2024*

- Provided Tier 1/2 technical support for **50+** users, achieving a **95% customer satisfaction rating** through effective communication and rapid problem-solving.
- Administered **Windows Server 2019** environment, managing core services including **Active Directory, DHCP, DNS**, and Group Policy Objects (GPO).
- Configured and maintained network infrastructure (routers, switches, firewalls) and managed **Microsoft 365** tenant administration (Exchange, SharePoint, Teams).
- Executed critical backup and disaster recovery procedures using **Veeam**, ensuring 100% data integrity and system availability during outages.

Debre Bisrat Church   Las Vegas, NV
Volunteer IT Support   *Jan 2022 – 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.

Additional Information

Technical Skills: Windows Server 2016/2019/2022, Active Directory (AD DS, GPO, DNS, DHCP), Azure AD, TCP/IP, VPN, PowerShell, Hyper-V, VMware, Microsoft 365, ServiceNow, Veeam.
Certifications: CompTIA A+, CompTIA Network+, CompTIA Security+, Microsoft 365 Fundamentals (MS-900), Google IT Support Professional, Google IT Automation with Python.