

Yeabsira Dires
IT Support Specialist | Help Desk Technician

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PROFESSIONAL SUMMARY

Experienced help desk technician with 3+ years of resolving customer service issues. Skilled in Office 365 administration and managed service providers. Improved customer satisfaction by 20% within 3 months.

WORK EXPERIENCE

Dataprise (Internship)

New York • 06/2024 - Present

IT Technician Associate

- 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

Las Vegas, Nv • 03/2023 – 04/2025

Help Desk Technician (Part-Time)

- 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

Las Vegas, Nv • 03/2020 - Present

Help Desk Analyst (*Volunteer*)

- **Manage IT infrastructure** for 200+ member religious organization, ensuring 99% uptime for critical services
- **Configure and deploy** workstations, network printers, and wireless access points across multiple building locations
- **Conduct security awareness training** for staff and volunteers, reducing security incidents by 80% over 2 years
- **Maintain comprehensive documentation** of 150+ support tickets and resolutions, creating searchable knowledge base
- **Support multimedia systems** including live streaming equipment, sound systems, and presentation technology for weekly services

Luke's Lobster

Las Vegas, Nv • 02/2024 - 05/2025

Team Member

- Enhanced customer satisfaction by 20% within 3 months through effective communication and personalized service delivery
- Supported 50+ daily customers while maintaining quality standards in fast-paced environment
- Demonstrated strong problem-solving abilities and teamwork skills under pressure
- Contributed to positive team culture and improved overall operational efficiency

EDUCATION

Bachelor of Science in Computer Science (In Progress)

Western Governors University

CERTIFICATIONS

- **CompTIA A+ (Active)**
- **CompTIA Security+ (Active)**
- **CompTIA Network+ (Active)**
- **Google IT Support Professional Certificate**
- **Google IT Automation with Python Certificate**

Microsoft 365 Fundamentals (MS-900)

TECHNICAL SKILLS

Operating Systems: Windows 10/11, Windows Server 2016/2019, Linux (Ubuntu, CentOS), macOS, iOS, Android

Networking & Security: TCP/IP, DNS/DHCP, Active Directory, VPN Configuration, Firewall Management, Network Troubleshooting, Security Compliance

Support Tools & Platforms: ServiceNow, Jira, TeamViewer, LogMeIn, Office 365, Exchange Server, SharePoint, PowerShell, System Center

Technical Specializations: Remote Desktop Support, Hardware/Software Troubleshooting, Incident Response, Documentation, Escalation Procedures, Remote Support, ITIL Framework, Cloud Computing, Multi-Factor Authentication, Patch Management, Asset Management

PROJECTS Custom Computer Building & Optimization

- Designed and assembled 4 high performance computer systems optimized for specific use cases (gaming, workstation, server)
- Selected components for optimal performance balance (CPU, RAM, storage, graphics) while maintaining budget constraints
- Configured systems for maximum efficiency including BIOS optimization, driver installation, and performance testing

KEY ACHIEVEMENTS

- **95-100% Customer Satisfaction:** Consistently exceeded company benchmarks through effective communication and technical expertise
- **95% First-Call Resolution:** Achieved industry-leading resolution rates through systematic troubleshooting approaches
- **30+ Daily Tickets:** Successfully managed high-volume support queue while maintaining quality standards
- **Process Improvement:** Created documentation that improved team response times and knowledge sharing across departments