YEABSIRA DIRES

IT Technician — System Administrator

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

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 Support Intern   February 2024 – May 2024
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%

IT Technician   June 2023 – January 2024
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

Volunteer IT Support   January 2022 – present

Debre Bisrat Church, Las Vegas, NV

- Maintained IT infrastructure for 100+ member organization including workstations, printers, and AV equipment
- Troubleshot 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