

# Nahom Yifru

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## Professional summary

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Results-driven IT professional with hands-on experience in Windows Server administration, network management, and technical support. Proficient in troubleshooting, problem-solving, and collaborative team communication. I have an Associate in Applied Science, Cybersecurity from Bergen Community College (GPA: 3.6). Currently pursuing B.S. in Computer Science, Cybersecurity and Information Assurance at Fairleigh Dickinson University. You can also find my resume at [nahomyifru.me](http://nahomyifru.me)

## Key Strengths

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- Windows Server administration, systems documentation, backup configuration, systems performance monitoring, systems availability monitoring
- Practical working knowledge of network (Cisco routers and checkpoint security practices)
- Insight-driven decision making, collaborative and adaptive problem-solving
- Strong technical support, documentation and logical troubleshooting skills
- Proficient in multiple programming languages and software applications
- Certifications - CompTIA PC Pro, Hybrid Server Pro I

## Experience

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### Maintenance Technician, St Hubert's Animal Welfare | Madison, NJ (2023 - Current)

- Providing in-house support via an employee ticketing system
- Maintained timely communication with staff by immediately acknowledging and updating every service request.
- Provided technical support for office equipment, troubleshooting issues and resolving them promptly
- Demonstrated success in managing multiple tasks simultaneously and meeting tight deadlines
- Maintained clean, neat, and operational facilities to support needs.
- Provided strong interpersonal communication to assist staff and ensure smooth operations

### Maintenance Coordinator, Watchtower | Wallkill, NY (2020-2022)

- Organized maintenance requests within the laundry department via spreadsheets
- Managed incoming support requests, directing inquiries to appropriate personnel improving response time
- Effectively managing multiple tasks simultaneously
- Demonstrated success in troubleshooting and resolving technical issues under tight deadlines in dynamic environment

### Learning Center Assistant, Montgomery College | Silver Spring, MD (2018 - 2019)

- Coordinated tasks to support smooth operation of the learning center
- Assisted students with troubleshooting and navigating school software applications
- Guided students in accessing and using school servers through PuTTY,
- demonstrating proficiency in server access and command-line interfaces

## Education

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- **B.S. in Computer Science, Cybersecurity and Information Assurance, Fairleigh Dickinson University, Teaneck, NJ (Expected Graduation: 2028)**
- **Associate in applied science in Cybersecurity, Bergen Community College, NJ GPA 3.6 (Completed Spring 2026)**

## Skills

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- **Software:** Adobe Suite, Microsoft Office (Excel, Word, PowerPoint)
- **Active directory:** 2016 Windows Server, User Account Management, Group Policy management, DNS management, troubleshooting, Backup configuration
- **Network Pro:** Cisco routers, Checkpoint security practices (working on the certification)
- **Hardware & Support:** Account setup, Password management, Printer setup, Cable management
- **Operating Systems:** Windows, Linux, UNIX
- **Tools:** PuTTY, Kali Linux, SQL, RStudio
- **Programming Languages:** Python, Java, C++, HTML, CSS