**Ira Toles**

*CompTIA A+ Certified Technician*

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**Advanced Computer and Network**

Demonstrated organizational, time management, interpersonal and team skills and dependability

Track record of demonstrating an outstanding customer service experience to customers resulting in high scoring surveys needed to meet and exceed overall customer satisfaction scores

Three years of experience as an IT Professional troubleshooting internal and external IT issues including:

Workstation support for up to 20 users on a network

Troubleshooting local area networks and solve network connectivity issues quickly using Command Prompt and PowerShell Cmdlets by:

* + - * First and foremost, visually verifying RJ-45 “Ethernet” cable is securely inserted and blinking green light
* Ensuring device can connect to the correct network using correct password if using Wi-Fi
* Verifying device has a correct IP address, address to default gateway and DNS server using ipconfig /all or other command line tools

Using Active Directory Windows Server to create user accounts based on roles and responsibilities, then assigning them to their proper Group Policy

**Additional Knowledge & Proficiencies**

* Microsoft Office 365
* Remote Assist & Remote Desktop
* VPN’S
* Active Directory
* Microsoft Exchange
* Skype
* TCP/IP
* Printer Maintenance
* Network Connectivity troubleshooting
* Port Forwarding
* Desktop/Laptop/Mac & Mobile device support

**Employment**

Wyndham Hotels and Resorts Bloomington, MN

**Front Desk Associate/Night Auditor** October 2016 to May 2020

Prepare, support, and distribute statistical, financial, accounting, auditing, or payroll reports and tables. Audit and reconcile all revenue postings

MNsure (Department of Human Services) Saint Paul, MN

**Enrollment and Eligibility Representative** February 2014 to July 2014

Helped customers in navigating health care enrollment processes. Communicated effectively with applicants to ensure understanding of policies and processes

Contacted customers to collect missing info. Informed customers to inform on next steps required to gain access to benefits

**Education**

Takoda Institute (AIOIC) Minneapolis, MN

**CompTIA A+ Certification** April 2019