**Ira Toles**

**Accounting Officer Senior**

Over four years of experience working with accounting systems, spreadsheets, databases, ledgers, forecasts and other reports and software.

While performing front desk sales and night audit, I was tasked to also function as manager on duty in the absence of my General Manager. While prioritizing various assignments under minimal supervision such as analyzing financial discrepancies to balance ledgers and resolving guest complaints, I have always ensured a satisfactory guest experience resulting in satisfactory survey scores. With over 15 years of receiving excellent customer feedback, I credit my success to being knowledgeable in multiple software applications that allows me to be creative for developing systems to reduce redundancy.

**Work Experience**

Wyndham Hotels and Resorts Bloomington, MN

**Night Auditor** October 2016 to May 2020

Interpreted and analyzed fiscal data, reports, folios, ledgers, and other records involving income and expenses

Developed proposals and recommendations based on comprehensive analysis and forecasts

Prepared, 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

Marshalls Nov 2010 to Nov 2012

**Customer Service Supervisor** Minnetonka, MN

Ensured cashiers and other sales associates follow the company’s guidelines for customer service

Promoted from Cashier to Customer Experience Coordinator during tenure with the company

Upsold reward cards and marketed promotions consistently to each customer to grow revenue

Maintained an accurate count of the cash-on-hand throughout the day, counting employee cash drawers and noting cash

AT&T May 2007 to Sep 2010

**Customer Service Representative** Bloomington, MN

Checked to ensure that appropriate changes were made to resolve customer’s problems

Recommended improvements in products, repaired and billing methods to manage future problems

Made recommendations according to customer’s needs on features, accessories, upgraded and rate plans

Best Buy Aug 2003 to Sep 2007

**Team Lead** Richfield, MN

Provided polite and efficient service to customers upon determining individual needs

Partnered with peers to share best practices and encourage mutual development

Demonstrated a strong level of product knowledge and a commitment to quality and consistency

**Education**

Takoda Institute (AIOIC) Minneapolis, MN

**CompTIA A+ Certification** April 2019

Century College White Bear Lake, MN

**Computer Science** Anticipated 2022

Hennepin Technical College Eden Prairie, MN

**Medical Terminology, First Responder and Nursing Assistant** Completed June 7th, 2004

**Volunteer Experience**

Waite House Community Center Minneapolis, MN

**Computer Lab Coordinator** June 2016 to March 2017

Assisting the Computer Lab Facilitator with implementing virtual labs using PFsense and Virtual Box for the youth resource center

Assisting and assigning laptops to after school students and helping them log onto their designated computers, as well as new members

**Awards and Honors**

Maintained an above 80% overall customer satisfaction score at Marshalls as the Customer Experience Coordinator, keeping the store Top 3 in our district

Received praise from General Managers for resolving customer issues despite being told “No” by other employees  
Acknowledged for providing excellent service experiences by customers providing surveys which improved overall scores

Received satisfactory scores in Medallia (guest satisfaction survey) for acting to correct deficiencies in guest’s folios

Corporate praise at Wyndham Hotels and Resorts for improving hotel’s managers packets by consistently balancing hotel ledgers

**Professional Associations**

Twin Cities RISE November 2010 to Now

Minneapolis Urban League Jun 2013 to Jun 2016