**Ira Toles**

*CompTIA A+ Certified Technician*

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**Advanced Computer and Network**

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

PC troubleshooting supporting a large volume of employees

Troubleshooting local area networks

Using Active Directory to create user accounts based on roles and responsibilities then assigning them to their proper permissions group

Demonstrated ability to troubleshoot and solve IT issues quickly

Demonstrated exceptional customer service experience

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

**Additional Knowledge & Proficiencies’**

Windows 10, computer diagnosis & troubleshooting, command line tools, Microsoft Office 365 applications, keyboarding 50 WPM and 5000 KSPH, Windows Server 2008 and 2012 , network diagnostics and troubleshooting Linux machines using the terminal, configure local area networks to maximize security features and ensure reliability, installing shared printers onto a network and configure settings to maximize productivity, configuring port numbers within windows defender to implement secure communication on a network all while keeping an organized record of interactions by inserting tables and formulas in Microsoft Excel ready to be presented using PowerPoint.

**Employment**

TownePlace Suites Eagan, MN

**Front Desk Associate/Night Auditor** October 2016 to Current

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

Post and balance account charges and settlements for rooms, Bistro 79, Lobby Bar; keep files; reset backup tapes for next day operations

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. Applied complex, interrelated policies unique to each program applicant and enrollee. Communicated effectively with applicants to ensure understanding of policies and processes

Contacted customers to collect missing info. Determined benefit/subsidy eligibility based on enrollee data and demographics. Informed customers to inform on next steps required to gain access to benefits

**Education**

Takoda Institute (AIOIC) Minneapolis, MN

**CompTIA A+ Certification** April 2019