**Ira Toles**

Minneapolis, MN 55412 | (612) 261-6365 | [Ira.Tolesjr@gmail.com](mailto:Ira.Tolesjr@gmail.com) | [www.linkedin.com/in/iltjr.com](http://www.linkedin.com/in/iltjr.com) | <https://github.com/4MadTechs>

**Computer Skills**

* 2 or more years of experience on an IT Help Desk troubleshooting employee IT issues including:
* PC troubleshooting supporting a large volume of employees.
* Troubleshooting Local Area Networks.
* Training end users in Microsoft Office and/or MS Office installation and troubleshooting.
* Using Help Desk ticket management software.
* Training end users in Windows 10 and/or Windows 10 installation and troubleshooting.
* Using Active Directory creating User Accounts, User Account Templates, Security Groups, Organizational Units, working with and understanding the role of AD Object Attributes, etc.
* Working in NTFS: applying permissions across multiple levels of a directory structure.
* Demonstrated ability to troubleshoot and solve IT issues quickly.
* Demonstrated exceptional Customer Service experience.
* Demonstrated Analytical and Problem-Solving skills.
* Demonstrated organizational, time management, interpersonal and team skills and dependability.

**Employment**

KLH IndustriesMinnetonka**,** MN

**IT Help Desk Engineer** April 2018 to Now

* Answer phone calls, record, resolve, and track all incidents
* Gather correct information from a client and determine issue resolution and resolve
* Configure end user devices such as laptops/desktops, printers, and shared office equipment

TownePlace Suites Eagan, MN

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

* Prepare, maintain, 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; maintain 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

* Assisted 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

* Passed CompTIA 902 March 2019. CompTIA 901 exam date April 2019.
* CompTIA Network+ exam date September 2019