**Ira Toles**

Dear Hiring Manager,

With a comprehensive background in computer support, network administration, and customer service, I am excited about the opportunity to contribute to your team and support your technological infrastructure.

My academic background in Computer Support and Network Administration from Minneapolis Technical and Community College, has provided me with a solid foundation in information technology concepts, data communications, and Microsoft Windows operating systems. Furthermore, my certifications in CompTIA A+, CompTIA N+, and Cisco Solutions (CCNA 200-301) have equipped me with the necessary skills to implement and administer network solutions effectively.

In my previous role as a Telecommunications Installer at Paladin Technologies, I honed my ability to configure and verify computer hardware components, troubleshoot network issues, and ensure seamless communication systems. Additionally, my experience as a Night Auditor at Wyndham Hotels and Resorts allowed me to develop strong analytical skills and attention to detail, ensuring the accuracy of financial reports and reconciliations.

My time as an Enrollment and Eligibility Representative at MNsure provided me with valuable experience in effective communication and customer service, skills that I carried forward into my role as a Telecommunications Sales Manager at Satcom Marketing. At Satcom, I successfully motivated a sales team to achieve campaign goals for major communications companies, demonstrating my ability to lead and inspire teams towards achieving objectives.

In addition to my professional experience, I have actively contributed to my community through volunteer roles at Waite House Community Center, Free Geek Twin Cities, and the Fix-it Clinic. These experiences have allowed me to utilize my technical skills to support and educate others, further solidifying my commitment to the field of information technology.

I have also earned a Certified Peer Recovery Specialist certification and completed training at Freedom Works, which has enriched my understanding of peer support and recovery processes.

I am particularly drawn to this opportunity because of my passion for technology and my commitment to providing excellent customer service. I am confident that my technical expertise, dedication to customer satisfaction, and enthusiasm for technology make me a strong candidate for this position. I look forward to the opportunity to discuss how my skills and experiences align with the needs of your team.

Thank you for considering my application. I look forward to the possibility of contributing to your team and am eager to discuss my qualifications in further detail.

Sincerely, Ira Toles