

# Justin Tolboe

Motivated technical professional with a passion for learning new things

## PROFESSIONAL EXPERIENCE

### Verisk Analytics - Software Support Technician II

December 2021 - PRESENT

- Deliver expert support for Verisk Property Estimating Solutions suite of software products, including but not limited to Xactimate, XactAnalysis.
- Diagnose and resolve 15,000+ incidents via phone, email, chat while maintaining 95%+ CSAT and Service Quality.
- Collaborate cross-functionally with other internal teams to address recurring problems and improve product quality by helping standardize defect and other problem management reporting templates.
- Participate in peer mentorship of new technicians and CSAT mentorship for other technicians.

### Murray City School District - IT Support Technician

2021-2021

- Managed Chromebook repairs with a team of technicians and student interns
- Administered 5000+ devices via Google Admin Console and Destiny Library system
- Led summer inventory redistribution project involving thousands of devices

### Micron - Probe Process Technician

2019-2020

- Operated and maintained the floor of automated testing equipment, ensuring proper throughput of product.
- Diagnosed and troubleshooted equipment issues, resolving or escalating to appropriate teams.
- Performed routine preventative maintenance and repairs on wafer probe equipment, ensuring operational readiness and reducing downtime.

## EDUCATION

### Western Governors University

January 2024 - September 2025

- B.S. Network Engineering & Security

### Utah Valley University

August 2016 - May 2021

- A.S. Information Technology

## INTERESTS AND HOBBIES

### Astrophotography

January 2021 - PRESENT

- Use specialized automated photographic equipment and software to photograph faint galaxies, nebulae, and other deep sky objects from remote locations.
- Develop new data processing techniques and participate in knowledge sharing with the community.

## CONTACT

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## SKILLS

- Software Troubleshooting
- Technical Customer Service
- HTML5 / CSS / JavaScript
- SQL
- Python
- Windows Systems
- Linux Systems
- Image Processing

## CERTIFICATIONS

- CCNA
- Cisco DevNet
- Cisco Cybersecurity
- CompTIA Network+
- CompTIA Sec+
- CompTIA A+

## PROJECTS

- BookmarkVault
- Personal Website
- Remote Observatory

## REFERENCES

- Joshua LaRe  
(385)-237-9936
- Kathleen Fox  
(317)-518-2467
- Michael Nolot  
(317)-509-9721