**CAI Contact**

*Nicole Walker*

*PHONE:*

*EMAIL:*

<**Candidate Name**>

**Skills**

Please use this table to list the skills noted in the Required/Desired section of the requirement. In addition, please respond with the years of experience for each skill and the last time each skill was used. Add or delete rows as necessary.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Skill | Required/Desired | Years of Experience | Years Used | Last Used |
| Experience providing excellent customer service skills using ITIL methodology | Required | 2 |  |  |
| Experience working in a call center environment and Service Desk role | Required | 2 |  |  |
| ServiceNow experience | Desired |  |  |  |
| HDI Support Center Analyst, ITIL v3 Foundation A+ certification highly preferred | Highly desired |  |  |  |
| Advanced troubleshooting and problem-solving skills in Microsoft Windows 7 & 10, Microsoft Office suite, and O365 | Required | 2 |  |  |
| Troubleshooting skills in desktop hardware/software, network connectivity, network printing, email, smartphones, and web-based applications. | Required | 2 |  |  |
|  |  |  |  |  |

Employment History