**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 |
| • Strong writing skills and technical knowledge | Required | 7 |  |  |
| • Ability to communicate effectively both verbally and in writing to convey information to a varied audience both technical and nontechnical | Required | 7 |  |  |
| Working knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar | Required | 7 |  |  |
| Ability to assess resources for accuracy and the ability to extract relevant data from large quantities of information | Required | 7 |  |  |
| • Strong analysis skills to analyze information and use logic to address work-related issues and problems | Required | 7 |  |  |
| • Strong understanding of the implications of new information for both current and future problem-solving and decision-making | Required | 7 |  |  |
| • Strong time management skills | Required | 7 |  |  |
| • Basic knowledge of and ability to grasp technology related terminology and concepts | Required | 7 |  |  |
| • Experience developing policies, procedures, and training | Required | 7 |  |  |
| • Experience using workplace e-learning tools | Required | 7 |  |  |
| • Experience using Microsoft Word | Required | 7 |  |  |
| ITIL knowledge or certification | Highly desired |  |  |  |

Employment History