**CAI Contact**

Patricia Bowler

Phone:

Email ID:

**<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 | years req | Years Used | Last Used |
| Customer service professional with a great attitude. | Required | 3 |  |  |
| Experience supporting a Windows based enterprise including Windows 11, Office 365, Teams, OneDrive, etc. | Required | 3 |  |  |
| Hands on experience in a variety of ticketing/tracking tools related to IT Support. | Required | 3 |  |  |
| Ability to perform root cause analysis and create documentation related to the cause and remedy. | Required | 3 |  |  |
| Experience assisting end users with a variety of technical issues including peripherals, mobile devices, printers, etc. | Desired | 3 |  |  |
|  |  |  |  |  |