**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** |
| Extensive skill with use of Microsoft Desktop products including but not limited to Windows, SharePoint, MS Office, Office 365 and MS Teams | Required | 5 |  |  |
| Skill in troubleshooting tools and managing desktop and laptop computers as well as wireless devices | Required | 5 |  |  |
| Ability to communicate effectively verbally and in writing with individuals and groups | Required | 5 |  |  |
| Experience working with help desk request tracking and reporting tools | Required | 5 |  |  |
| Strong Customer Service skills that include a "customer first" attitude | Required | 5 |  |  |
| Provide computer training for field staff | Desired |  |  |  |
| Knowledge of computer/mobile device applications and how they operate in an enterprise environment. | Desired |  |  |  |
| Experience with creating training documentation. | Nice to have |  |  |  |
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