**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.

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| --- | --- | --- | --- | --- |
| **Skill** | **Required** | **years req** | **Years Used** | **Last Used** |
| Ability to diagnose and resolve technical issues efficiently. This includes analytical skills to evaluate problems and implement effective solutions. | Required | 3 |  |  |
| Ability to explain technical concepts in simple terms to non-technical users. | Required | 3 |  |  |
| A strong focus on customer service is essential, as the role involves interacting with users who may be frustrated or anxious. | Required | 3 |  |  |
| Hands-on experience in a help desk or technical support role and experience with ticketing systems such as Service Now. | Required | 3 |  |  |
| The ability to prioritize tasks, manage time effectively, and maintain detailed records of issues and resolutions. | Required | 3 |  |  |
| Experience with Microsoft office software including Outlook, Word, Excel, Access, PowerPoint, and Internet Explorer. | Required | 3 |  |  |
| Proficiency in various operating systems (Windows, macOS, Linux), understanding of network fundamentals (TCP/IP, DNS, DHCP). | Required | 3 |  |  |
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