**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 |
| Support customers using good customer service skills including the ability to communicate to both technical and non-technical customers | Required | 5 |  |  |
| Utilize moderate knowledge and demonstratable skills of Windows OS & M365 to support our customers & to work with internal teams | Required | 5 |  |  |
| Image or provision new equipment hardware & provide to customer | Required | 5 |  |  |
| Use strong organizational skills to track onboarding & shipping activities based on customer requests. | Required | 5 |  |  |
| Follow asset management processes to ensure proper customer billing | Required | 5 |  |  |
| Testing Intune processes for Tier 3 team & providing feedback | Required | 5 |  |  |
| Test upgrades and software changes | Required | 5 |  |  |
| Install software following security & internal processes | Required | 5 |  |  |
| Basic understanding of MECM, Active Directory, Tanium, Intune, & Beyond | Required | 3 |  |  |
| Basic knowledge of Macintosh Apple devices with a willingness to learn | Required | 3 |  |  |
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Employment History