**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** |
| Tier 1 Help Desk Support | Required | 3 |  |  |
| Help Desk Ticketing Systems | Highly desired | 3 |  |  |
| Hardware/Software Troubleshooting | Required | 3 |  |  |
| Customer Service/Retail Support | Desired | 2 |  |  |
| Remote Support Tools | Highly desired | 3 |  |  |
| A+, ITIL, Security+ or Network+ Certification | Nice to have |  |  |  |
| Degree in Relevant Field or equivalent experience in IT Support | Nice to have |  |  |  |
| Strong communication skills, creative problem solving, highly organized | Required |  |  |  |
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