**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.

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| --- | --- | --- | --- | --- |
| Skill | Required/Desired | Years of Experience | Years Used | Last Used |
| • Skilled in different types of computer hardware, software, peripherals and components, networking protocols and communications. | Required | 7 |  |  |
| • Installing and imaging new computers and loading of appropriate software for customers. | Required | 7 |  |  |
| • Installing local and network printers and other peripherals and configuration of same. | Required | 7 |  |  |
| • Migrating data and user profiles. | Required | 7 |  |  |
| • Documenting process and procedures related to technical field support activities. | Required | 7 |  |  |
| • Demonstrates knowledge and a working experience with ServiceNow call tracking system. | Required | 7 |  |  |
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Employment History