**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 |
| communicate and work with all levels of personnel in the field; communicate effectively in oral and written formats | Required | 1 |  |  |
| Microsoft Windows 10 operating system | Required | 1 |  |  |
| Office 365 suite | Required | 1 |  |  |
| Ticketing system software | Required | 1 |  |  |
| analyzing and diagnosing user problems | Required | 1 |  |  |
| basic knowledge of computers, monitors, printers, network equipment, telephones, fax machines, and cash registers to assist users with problems | Required | 1 |  |  |
| Experience reading and interpreting hardware and software manuals and provide necessary information to users | Required | 1 |  |  |
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Employment History