**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** |
| Recent experience in a full-time Help Desk/Technical Support position | Required | 2 |  |  |
| Working knowledge of and experience with Windows 10 and Windows 11 operating systems and Microsoft desktop software products, including MS Office prod | Required | 2 |  |  |
| 2 or more years of experience entering information and working with a trouble ticket, issue tracking system | Required | 2 |  |  |
| Experience and proficiency with Microsoft, Visio, SharePoint and Office applications | Required | 2 |  |  |
| Proven analytical and problem-solving abilities | Required | 2 |  |  |
| Excellent verbal and written communication skills | Required | 2 |  |  |
| Ability to work independently with minimal direction and as a team | Required | 2 |  |  |
| Highly motivated and self-directed | Required | 2 |  |  |
| Ability to present ideas in business-friendly and user-friendly language. | Required | 2 |  |  |
| Ability to work independently with minimal direction and as a team | Required | 2 |  |  |
| Highly motivated and self-directed | Required | 2 |  |  |
| Knowledge of Active Directory | Desired | 2 |  |  |
| CompTIA A+ Certification | Desired | 2 |  |  |
| Experience with Symantec’s Altiris and Ivanti’s Service Desk. | Desired | 2 |  |  |
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