**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 |
| • Demonstrates a range of technical understanding to independently resolve routine and non-routine issues on software and/or hardware. | Required | 7 |  |  |
| • Ability to identify trends and makes suggestions for technical modifications to solve future problems. | Required | 7 |  |  |
| • Ability to consult with clients and other IT professionals to resolve technical problems and ensure client satisfaction. | Required | 7 |  |  |
| • Ability to document solutions that solve client problems and clearly presents these solutions. | Required | 7 |  |  |
| • Analysis of technical and user documentation for technical assistance and support. | Required | 7 |  |  |
| • Ability to work independently on tasks, develops own work, schedule and monitors progress against defined parameters. | Required | 7 |  |  |
| • Demonstrates a customer orientation and effectively communicates verbally and in writing. | Required | 7 |  |  |
| • Demonstrates initiative in solving problems associated with projects and daily work. | Required | 7 |  |  |
| • Demonstrates knowledge and a working experience with ServiceNow call tracking system. | Required | 7 |  |  |
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Employment History