### CAI Contact

### 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 | years req | Years Used | Last Used |
| Ability to proivide excellent customer service | Required |  |  |  |
| Experience with the IBHRS Help Desk, supporting internal program staff and external treatment providers. | Required |  |  |  |
| Experience in Help desk support | Required |  |  |  |
| Timely handling of requests received via phone, email, employee self-service, the citizen portal, or walk-in. | Required |  |  |  |
| Experience with ticketing applications and escalation proceedures | Required |  |  |  |
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### <Candidate’s full name>

### Employment History

<List candidate’s relevant employment history – copy paste all projects worked on – no other information >

### Education

<List candidate’s education background>