**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** | **years req** | **Years Used** | **Last Used** |
| Support customers using good customer service skills including the ability to communicate to both technical and non-technical customers | Required | 3 |  |  |
| Utilize moderate knowledge and demonstratable skills of Windows OS & M365 to support our customers & to work with internal teams | Required | 3 |  |  |
| Image or provision new equipment hardware & provide to customer | Required | 3 |  |  |
| Experienced in supporting mobile devices | Required | 3 |  |  |
| Experienced with supporting Apple devices | Required | 3 |  |  |
| Use strong organizational skills to track onboarding & shipping activities based on customer requests | Required | 3 |  |  |
| Document work activities in ServiceNow | Required |  |  |  |
| Testing Intune processes for Tier 3 team & providing feedback | Required | 3 |  |  |
| Test upgrades and software changes; Install software following security & internal processes | Required | 3 |  |  |
| Troubleshoot customer issues & tracking trends Assist with developing team processes & a knowledge base | Required | 3 |  |  |
| Basic understanding of MECM, Active Directory, Tanium, Crowdstrike, Intune, & Beyond Trust | Required | 2 |  |  |
| Work with vendors on warranty cases Collaborate with internal teams on technical issues | Required |  |  |  |
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