**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.

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| --- | --- | --- | --- | --- |
| **Skill** | **Required** | **years req** | **Years Used** | **Last Used** |
| Customer service professional with a great attitude. | Required | 3 |  |  |
| Experience supporting a Windows based enterprise including Windows 11, Office 365, Teams, OneDrive, etc. | Required | 3 |  |  |
| Hands on experience in a variety of ticketing/tracking tools related to IT Support. | Required | 3 |  |  |
| Ability to perform root cause analysis and create documentation related to the cause and remedy. | Required | 3 |  |  |
| Experience assisting end users with a variety of technical issues including peripherals, mobile devices, printers, etc. | Desired | 3 |  |  |
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