**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.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Skill | Required/Desired | Years of Experience | Years Used | Last Used |
| Provide IT support for Microsoft Active Directory and other Microsoft platforms via web-based solutions. | Required | 2 |  |  |
| Collaborate with customers, service desk, and technical services. | Required | 2 |  |  |
| Diagnose and resolve technical issues | Required | 2 |  |  |
| Handle hardware and software installations, repairs, maintenance, and upgrades. | Required | 2 |  |  |
| Ensure follow-up services or issue escalation. | Required | 2 |  |  |
| Coordinate vendor repair services. | Required | 2 |  |  |
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Employment History