**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** |
| • Skilled in different types of computer hardware, software, peripherals and components, networking protocols and communications. | Required | 7 |  |  |
| • Installing and imaging new computers and loading of appropriate software for customers. | Required | 7 |  |  |
| • Installing local and network printers and other peripherals and configuration of same. | Required | 7 |  |  |
| • Migrating data and user profiles. | Required | 7 |  |  |
| • Documenting process and procedures related to technical field support activities. | Required | 7 |  |  |
| • Demonstrates knowledge and a working experience with ServiceNow call tracking system. | Required | 7 |  |  |
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