**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** |
| Windows (10/11) Understanding of installation, configuration, troubleshooting (e.g., registry, services, event viewer) | Required | 3 |  |  |
| MacOS: Proficiency in installation, configuration, troubleshooting, and user management. | Desired | 3 |  |  |
| Desktop/Laptop Repair & Troubleshooting: Ability to diagnose and replace components (RAM, hard drives) | Required | 3 |  |  |
| Peripheral Devices: Installation, configuration, and troubleshooting of printers, scanners, monitors, and other peripherals. | Required | 3 |  |  |
| Wireless Networking: Knowledge of Wi-Fi standards, security protocols (WPA2/3), and troubleshooting connectivity issues. | Required | 3 |  |  |
| Microsoft Office Suite: Advanced proficiency in Outlook, Word, Excel, PowerPoint, and Teams (installation, troubleshooting, data recovery) | Required | 3 |  |  |
| Remote Desktop Tools: Proficiency with tools like TeamViewer, RDP, Any Desk for remote support. | Nice to have | 3 |  |  |
| Problem-Solving & Critical Thinking: Ability to diagnose complex issues logically and systematically. | Required | 3 |  |  |
| Communication Skills (Verbal & Written): Clearly explaining technical concepts to non-technical users, writing clear documentation, and professional | Required | 3 |  |  |
| Customer Service: Patience, empathy, and a helpful attitude when assisting users. | Required | 3 |  |  |
| Time Management & Organization: Prioritizing tasks, managing multiple requests, and maintaining accurate records. | Required | 3 |  |  |
| Teamwork: Collaborating effectively with other IT professionals. | Required | 3 |  |  |
| Adaptability & Learning Agility: Willingness to learn new technologies and adapt to evolving IT environments. | Required | 3 |  |  |
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