**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/Desired | Years of Experience | Years Used | Last Used |
| Experience with IT support experience or an equivalent combination of training and experience | Required | 3 |  |  |
| Experience maintaining documentation for proper maintenance of Knowledge Articles within the Knowledge Management Database (KMDB) using Service Now. | Required | 3 |  |  |
| Overall computer operations procedures, operating systems and platforms required (Windows 10 | Required | 3 |  |  |
| Experience with Software: MSOffice,O365; I.E., Chrome, MS Outlook, Service Desk Technology, Adobe Writer; OneDrive; Skype for Business; VM; etc. | Required | 3 |  |  |
| Experience with current techniques and capabilities of personal computers, local area networks and wide area networks | Required | 3 |  |  |
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Employment History