**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 |
| Experience and knowledge of browser-based applications. | Required | 3 |  |  |
| Experience researching, analyzing and interpreting automated system problems. | Required | 5 |  |  |
| Experience working in a Application/Production Support based (not hardware) help desk environment. | Required | 3 |  |  |
| Working knowledge of social services and subsidized Child Care / Providers. | Desired | 3 |  |  |
| Broad knowledge of the NC FAST application and functionality. | Desired | 3 |  |  |
| Experience writing and running SQL queries. | Highly desired | 5 |  |  |
| Experience in phone based Customer Service focused roles, being able to think and respond quickly to customer questions. | Required |  |  |  |
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Employment History