**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 as a GMI Operator and Support specialist capable of monitoring/managing batch steps, analyzing and responding to user queries. | Required | 5 |  |  |
| Experience with batch operations, job scheduling and monitoring tools. | Required | 5 |  |  |
| Demonstrated ability to effectively communicate issues and status updates with business users, second level support, and development teams. | Required | 5 |  |  |
| Experience working with internal teams to identify opportunities to improve the product and customer experience. | Required | 5 |  |  |
| Demonstrated experience documenting processes and procedures as required. | Required | 5 |  |  |
| Experience and knowledge on Operating Systems such as Unix, Mainframe and Windows. | Required | 5 |  |  |
| Experience with relational database skills, Basic SQL programming | Required | 5 |  |  |
| Experience running shell scripts on a UNIX or similar environment; and reviewing log files. | Required | 5 |  |  |
| Experience with priority issues, calls with external/internal clients for troubleshooting issues and problem solving. | Required | 5 |  |  |
| Ability to communicate effectively in both oral and written formats. | Required |  |  |  |
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Employment History