**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 |
| • Advanced level resource with specialized knowledge and experience in account management administering Active Directory. | Required | 3 |  |  |
| • Hands-on experience administering Microsoft Active Directory 2008/2012 in a multi-site and multi-domain organization. | Required | 3 |  |  |
| • Ability to integrate knowledge and skills from a range of technologies to address work assignments and problems of moderate to high complexity. | Required | 3 |  |  |
| • Advanced knowledge of appropriate security measures of the organization. | Required | 3 |  |  |
| • Ability to proactively establish a positive relationship by demonstrating a sense of urgency in interactions with clients. | Required | 3 |  |  |
| • Ability to analyze and assess client needs to develop effective and appropriate solutions. | Required | 3 |  |  |
| • Knowledge and skills from a range of technologies to address work assignments. | Required | 3 |  |  |
| • Ability to consult with clients and other IT professionals to resolve technical problems and ensure client satisfaction. | Required | 3 |  |  |
| • Ability to document solutions that solve client problems and clearly presents these solutions. | Required | 3 |  |  |
| • Analysis of technical and user documentation for technical assistance and support. | Required | 3 |  |  |
| • Ability to work independently on tasks, develops own work, schedule and monitors progress against defined parameters. | Required | 3 |  |  |
| • Demonstrates a customer orientation and effectively communicates verbally and in writing. | Required | 3 |  |  |
| Provides excellent customer service to individual clients and to other team members. | Required | 3 |  |  |
| • Demonstrates strong analytical and problem-solving skills w/ ability to diagnose and resolve highly visible production incidents methodically. | Required | 3 |  |  |
| • Demonstrates initiative in solving problems associated with projects and daily work. | Required | 3 |  |  |
| • Demonstrates a range of technical understanding to independently resolve routine and non-routine issues on software and/or hardware. | Required | 3 |  |  |
| • Ability to identify trends and makes suggestions for technical modifications to solve future problems. | Required | 3 |  |  |
| • Demonstrates knowledge and a working experience with ServiceNow call tracking system. | Required | 3 |  |  |
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Employment History