**CAI Contact**

*Nicole Walker*

*PHONE:*

*EMAIL:*

<**Muneer Chaudry** >

**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 |
| Strong project management skills, with the ability to manage complex, multi-phase projects from initiation through completion. | Required | 5 |  |  |
| Knowledge of ITSM best practices and the ability to design effective helpdesk workflows using ServiceNow | Required | 5 |  |  |
| Strong understanding of EHR systems and healthcare IT environments, with experience managing change in compliance with HIPAA and HITECH | Required | 5 |  |  |
| Proficiency with CXone or similar cloud contact center platforms, including call flow design and integration with helpdesk systems | Required | 5 |  |  |
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Employment History