**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 |
| Proven ServiceNow experience | Required | 3 |  |  |
| Web applications, networks, protocols and email (SMTP, POP3) | Required | 3 |  |  |
| Basic understanding of ITIL v3 methodologies | Required | 3 |  |  |
| Understanding of enterprise IT architecture | Required | 3 |  |  |
| Working knowledge of relational databases | Required | 3 |  |  |
| Web Technologies (XML, HTML, JAVA Script, AJAX, CSS, HTTP, etc.) | Required | 3 |  |  |
| Impeccable time-management and record keeping | Required | 5 |  |  |
| The ability to take complex end-user requirements to code | Required | 5 |  |  |
| A positive can-do attitude & willingness to learn | Required | 5 |  |  |
| A strong personal commitment to quality service | Required | 5 |  |  |
| The ability to work independently and with a team | Required | 3 |  |  |
| LDAP directories, such as: Active Directory, eDirectory, OpenLDAP. | Required | 3 |  |  |
| Excellent communication | Required | 5 |  |  |
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Employment History