**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 |
| hands-on experience with ServiceNow, particularly with Customer Service Management (CSM) or similar modules. | Required | 2 |  |  |
| Familiarity with JavaScript, HTML, CSS, and SQL | Required | 2 |  |  |
| Experience gathering business requirements, troubleshoot issues, and provide solutions. | Required | 2 |  |  |
| Experience configuring ServiceNow CSM modules, creating workflows, and improving the customer self-service experience. | Required | 2 |  |  |
| Experience with system upgrades, maintenance, and enhancements to ensure platform stability. | Required | 2 |  |  |
| Relevant ServiceNow certifications (CIS, CAD) are a plus | Highly desired |  |  |  |
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Employment History