**CAI CONTACT**

PATRICIA BOWLER

PHONE:

EMAIL ID:

**<Kiran Kumar Yelam>**

### 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** | **years req** | **Years Used** | **Last Used** |
| Experience as a Sr. BSA and as either a cloud-based or on-premise COTS product administrator | Required | 3 |  |  |
| Previous experiencing using and/or administering Atlassian JIRA and/or Confluence | Required | 2 |  |  |
| Develops clear and effective business and system documentation (process flows, data mapping, etc.) | Required | 5 |  |  |
| Effectively facilitate meetings and requirements gathering sessions | Required | 4 |  |  |
| Previous experience troubleshooting software related issues and defects (both SaaS/COTs and In-House developed) | Required | 2 |  |  |
| Basic SQL Skills (Select only, ability to write complex joins) | Required | 5 |  |  |
| Full SDLC experience | Required | 5 |  |  |
| Experience working and partnering with Vendor Support | Required | 2 |  |  |
| Previous experience using and/or administering Box.com | Highly desired | 1 |  |  |
| Previous experience as JIRA Architect | Highly desired | 1 |  |  |
| Certified Atlassian Cloud Administrator | Highly desired | 1 |  |  |
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