**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 |
| Experience in IT Configuration Management, including hands-on experience with CMDB tools and processes | Required | 5 |  |  |
| Proven track record in leading Configuration Management efforts in a large organization, preferably in the public sector. | Required | 5 |  |  |
| Strong understanding of IT Service Management and Service Configuration Management best practices. | Required | 5 |  |  |
| Proven analytical and problem-solving abilities | Required | 5 |  |  |
| Experience conducting audits and ensuring compliance with state and federal regulations. | Required | 5 |  |  |
| Ability to mentor and train teams on the use and value of Configuration Management. | Required | 5 |  |  |
| Excellent communication and collaboration skills to work with both technical and non-technical stakeholders. | Required |  |  |  |
| Knowledge of ServiceNow Platform is a plus. Knowledge of Configuration Management processes and best practices (ITIL framework). | Highly desired |  |  |  |
| Certifications in ITIL, ITIL Service Transition, and/or Configuration Management Databases. | Required |  |  |  |
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Employment History