**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 |
| Developing data blocks in Argos using either the GUI or SQL. | Required | 3 |  |  |
| Experience maintaining Argos security | Required | 3 |  |  |
| SQL development | Required | 3 |  |  |
| Writing reports for the Ellucian Banner ERP system, including knowledge of the Banner database Oracle tables. | Required | 3 |  |  |
| Experience with the ServiceNow ticketing system or other ITSM ticketing system | Required | 1 |  |  |
| Experience working with customers to document requirements of reports. | Required | 2 |  |  |
| Familiar with ITIL change management practices | Required | 6 |  |  |
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Employment History