**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 |
| Business process improvement, process engineering, or operational excellence roles | Required | 5 |  |  |
| Proven success in process mapping, gap analysis, and redesign of complex, multi-step workflows. | Desired | 5 |  |  |
| Strong knowledge of Lean, Six Sigma, or other process optimization methodologies. | Required | 5 |  |  |
| Exceptional stakeholder management and facilitation skills, comfortable working with both frontline employees and executives. | Required | 5 |  |  |
| Strong problem-solving mindset with the ability to propose practical, people-centered solutions. | Required | 5 |  |  |
| Prior experience in government, DMV, public sector, or high-volume service delivery environments is a plus. | Desired | 3 |  |  |
| Excellent communication and interpersonal skills. | Desired | 3 |  |  |
| Ability to work in sometimes challenging environments where morale may be low, requiring empathy and strong relationship building. | Desired | 3 |  |  |
| Comfortable managing ambiguity and driving clarity from complex situations. | Desired | 3 |  |  |
| Lean Six Sigma Green Belt or higher certification | Desired |  |  |  |
| Bachelor’s degree in Business Administration, Industrial Engineering, Organizational Development, or a related field (or equivalent experience). | Required |  |  |  |
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Employment History