
ITIL Practitioner Resume

Job Objective

Experienced ITIL Practitioner of many years seeking employment with the company to help advance in the industry.

Highlights of Qualifications:

- Huge knowledge of IT Infrastructure Library change
 - Steep knowledge of Advanced level of business
 - Ability to outline resolution of problems and manage within a team
 - Ability to present complex issues and conduct technical interchange meetings
 - Excellent Business Objects reporting skills
 - Superior communication, analytical and people skills
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Professional Experience:

ITIL Practitioner

CyberCoders, Inc., Philadelphia, PA

August 2005 – Present

- Coached teams and evaluated change process.
- Coordinated with process manager team.
- Aided User Admin tasks and formulated reports.
- Monitored team processes and managed CAB Variance.
- Corresponded about CAB Variance and CAB Metrics.
- Oversaw process operations queue.

ITIL Practitioner

Hewlett-Packard, Philadelphia, PA

May 2000 – July 2005

- Maintained integrity of systems-of-systems.
 - Enforced and documented solutions to total systems and subsystems.
 - Imparted end-to-end project management support.
 - Extended total systems perspective and corresponded with COTR.
 - Outlined recommendations on evaluation strategies.
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Education:

Bachelor's Degree in Computer Science

Chowan College, Murfreesboro, NC

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