

Charles A. Araujo, Jr.

*20 Years Industry Experience*

*ITIL Foundations Certified  
(v2 & v3)*

*ITIL Service Manager  
Certification Eligible  
(January 2008)*

*Multi-Discipline Expertise*

- *ITIL & IT Service Management*
- *IT Operations & Service Desk*
- *IT Application Quality*
- *IT Strategic Planning*
- *Program & Initiative Development & Leadership*

*Cross-Functional Experience*

- *Consulting*
- *Sales & Marketing*
- *Major Project Management*
- *Technical Management*
- *Hands-on Technical*

View a complete online profile and professional portfolio at [www.charlesaraujo.com](http://www.charlesaraujo.com)

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## SUMMARY OF CAPABILITIES

Mr. Araujo is a seasoned IT leader with specialized expertise advising Fortune 2000 IT organizations in the development and execution of IT transformation projects and quality initiatives. In addition, Mr. Araujo has expertise in advising consultancies and channel partners in the development of market strategies, program/product development and capabilities development in the practice areas of ITSM/ITIL, IT Quality and IT Transformation.

### For IT Organizations:

- ITSM/ITIL Assessments, Training & Adoption Guidance
- IT Program & Process Development & Advocacy
- IT Strategic Planning & Process Development

### For Consultancies & Partners:

- Customer Presentations & Education
- Customer Needs Analysis & Solution Positioning
- White Paper Development
- Product/Program/Service Development
- Capabilities Development

## CAPABILITIES & VALUE OFFERED

### IT Operational Effectiveness

Capabilities focused around helping IT organizations increase efficiency, reduce costs and create stronger tactical alignment with operational business requirements. Utilizing the ITIL framework as a guide to drive process development, improvement, accountability and reporting.

- Improving IT Operational Delivery and Reducing Operational Costs
- Alignment of IT Operational Capabilities to Tactical Requirements

### IT Transformation

Capabilities include assisting IT organizations with transformation initiatives to create strategic alignment, improve relationships with business customers and improve responsiveness and adaptability to meet business objectives.

- Improving Business Alignment Through the IT Planning Process
- Alignment of IT Service Capabilities to Strategic Business Requirements through Organizational Design

### Consultancies & Partners Capabilities & Market Development

Value focused on increasing revenue opportunities and profitability by increasing market reach and expanding delivery capabilities.

- Increasing Revenue Opportunities through Practice Development
- Improving Executive Visibility through Messaging