

CHERI THOMAS

IT PROGRAM MANAGER/ TECHNICAL WRITER

Tel: 408-835-1794

cheri@cherithomas.com

www.linkedin.com/in/cherithomas/

Los Gatos, CA, 95033



PROFESSIONAL SKILLS

Project/Program Management
Resource Management
Process Optimization
Service Delivery
Data Analysis
Mentoring and Coaching
High Impact Communication
Customer Service
Client Management
Cost Control
Performance Management

EDUCATION

ASSOCIATE OF ARTS DEGREE
Liberal Arts and Sciences,
General Studies and Humanities
Cupertino, California
June 2015

ACHIEVEMENTS

SCRUM MASTER CERTIFICATION
Scrum Alliance, CA
March 2018

EMPLOYEE OF THE MONTH
Milestone Technologies, Inc. CA
July 2017

PROJECT MANAGEMENT
PRACTITIONER CERTIFICATION
De Anza College, CA
June 2014

TECHNICAL WRITING
CERTIFICATION
De Anza College, CA
June 2010

PROFESSIONAL PROFILE

An accomplished IT Operations Manager with a strong Project Management, Technical Writing, and Service Delivery background. Influential leader combining over fifteen years of success in customer satisfaction, service delivery, training, operations, process development/improvement and program management. Strengths include the drive to resolve issues by utilizing cross-functional teams to achieve exceptional customer satisfaction.

WORK EXPERIENCE

INTERNATIONAL TRAINING DELIVERY ADMINISTRATOR / KEYFACTOR
San Mateo, CA / Mar 2018- Present

- Develop and monitor remote and on-site global training schedule
- Facilitate US and EMEA EJBCA training for customers, partners, and employees
- Use performance analysis to improve the training organization
- Continuously seek and update processes to improve the efficiency of training services
- Monitor and present attendee course evaluations with the training team
- Follow-up / resolve customer satisfaction issues
- Edit videos for EJBCA Open Training and Self-Service curriculum
- Write and develop processes for Keyfactor University portal
- Coordinate and manage Time & Material projects

IT PROGRAM MANAGER / MILESTONE TECHNOLOGIES, INC.

*Promoted from Sr. Project Manager to IT Operations Manager – Aug 2017
Fremont, CA / Feb 2015 – Feb 2018*

- Provided leadership and management to 10 Technical Writers
- Drove team's documentation strategies, workflow, and team roles
- Mentored Technical Writers to ensure processes are consistent across all business units
- Utilized Agile Scrum practices to help the team migrate from Box to OneDrive, implemented Ultipro and transitioned to SharePoint Intranet
- Prepared and presented technical and non-technical data/information to internal/external stakeholders
- Assisted with managerial oversight, budget, and processes of the eBay Data Center Operations support team
- Played pivotal role in several large projects to onboard new services with over 100 resources globally

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TECHNICAL SKILLS

Microsoft Office Suite Expert

- SharePoint
- OneDrive
- Word
- Excel
- PowerPoint
- OneNote

Microsoft Project

Adobe Creative Suite

Data Center Networking

Hardware/Software VPN

Software as a Service (SaaS)

Cloud Computing

Salesforce

Agile Methodologies

Skilljar

PKI Solutions

Camtasia

Confluence Wiki

Document Repository Mgmt.

HTML & CSS

Social Media Management

Film Screenwriting/Production

EXTRA

COURT APPOINTED
SPECIAL ADVOCATE (CASA)
& CASA MENTOR
Child Advocates of Silicon
Valley, Milpitas, CA
October 2011 – October 2020

PROJECT MANAGEMENT
INSTITUTE MEMBER
September 2009 - Present

EXPERIENCE CONTINUED

NETWORK SERVICES PROGRAM MANAGER / CISCO SYSTEMS
(CAMEO GLOBAL)

San Jose, CA / Dec 2011- Jan 2015

- Managed multiple Network Services projects from initiation to close
- Promoted from Technical Writer to Project Manager, then to Program Manager within a two-year time span
- Led complex, multi-disciplinary projects and ushered them through the entire project lifecycle
- Gathered requirements and managed the creation of Network Services Project Portfolio Management tool to improve project-selection decisions and better manage Network Services portfolio
- Delivered detailed ROI and Service Metrics for each project within the Data Center and Home and Remote Access Programs
- Designed and developed communication strategy, messaging, and content for Cisco's teleworker audience

TECHNICAL WRITER / FREELANCE CONSULTANT

Los Gatos, CA / 2009 - 2011

- Developed and wrote installation instructions, configuration processes, case studies, how-to documentation, comparison charts, and online help for numerous clients
- Utilized and edited photographs, drawings, sketches, diagrams, and charts to illustrate material
- Drafted, edited, and published content for multiple deliverables
- Built a strong and visible social media presence and continually monitored success using analytic tools

IMPLEMENTATION PROJECT MANAGER / EQUINIX, INC.

San Jose, CA / 2004 - 2009

- Managed and drove the implementation of services to customers at a local Equinix Internet Business Exchange™ (IBX) facilities
- Wrote migration playbook to move Equinix customers from a cage and/or data center to another
- Served as Subject Matter Expert for customer migrations, tape backup process and SAS70 certification
- Provided account management and relationship management support for over 130 local accounts
- Performed new customer orientation for each new customer as they arrived at local IBX in preparation for implementation