

CHERI THOMAS

IT OPERATIONS/PROJECT MANAGER

Tel: 408-835-1794

cheri@cherithomas.com

www.linkedin.com/in/cherithomas

Los Gatos, CA, 95032



PROFESSIONAL SKILLS

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

EDUCATION

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

ACHIEVEMENTS

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

IT OPERATIONS MANAGER / MILESTONE TECHNOLOGIES, INC.

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

- Provide leadership and management to 10 Technical Writers
- Drive team's documentation strategies, workflow, and team roles
- Mentor Technical Writers to ensure processes are consistent across all business units
- Prepare and present technical and non-technical data/information to internal/external stakeholders
- Assist with managerial oversight, budget and processes of the eBay Data Center Operations support team
- Lead complex cross-functional projects and programs
- Played pivotal role in several large projects to onboard new services with over 100 resources globally

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

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TECHNICAL SKILLS

Microsoft Office Suite Expert
Microsoft Project
Microsoft Visio
Microsoft Office 365
Adobe Creative Suite
Data Center Networking
Hardware/Software VPN
Software as a Service (SaaS)
Cloud Computing
ServiceNow
Oracle
Confluence Wiki
Box.com
HTML & CSS
Social Media Management
Camtasia Studio (Video Tutorials)
Film Screenwriting/Production
WordPress

EXTRA

COURT APPOINTED
SPECIAL ADVOCATE
Child Advocates of Silicon
Valley, Milpitas, CA
October 2011 - Present

PROJECT MANAGEMENT
INSTITUTE MEMBER
September 2009 - Present

EXPERIENCE CONTINUED

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 a 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

CLIENT SERVICES MANAGER / SAVVIS COMMUNICATIONS, INC.

Santa Clara, CA / 2000 - 2004

- Managed over 170 accounts per month including accounts receivable (in excess of \$1.5 million per month,) reconciliation of accounts, credit/debit memos, and arranged payment plans
- Served as customer primary contact for all escalations regarding billing accuracy and ongoing service
- Reconciled customers from Global Center acquisition, ensuring an efficient transition and accurate invoicing
- Outlined, managed, and implemented all logistics associated with installation and maintenance of customer's equipment into domestic data center facilities
- Drove installations to ensure contracts were completed on time and to the customer's complete satisfaction