

CHERI THOMAS

IT PROGRAM/PROJECT MANAGER

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SUMMARY

Primary areas of expertise include Program/Project Management, Technical Writing, Customer Support, and Social Media Marketing fields. A self-motivated leader, who possesses strong analytical skills and has a keen eye for detail. Strengths include the drive to resolve issues by utilizing cross-functional teams to achieve exceptional customer satisfaction. Exceptional work ethic and drive for goal attainment.

HIGHLIGHT OF QUALIFICATIONS

- High-technology background with Networking, HW/SW VPN, Web 2.0, SaaS, PaaS, Cloud Computing, Website Hosting, Wireless, and Telecommunications industries.
- Extensive experience with Microsoft Office Suite, MS Project, Confluence Wiki, Box.com, Salesforce.com, Google Analytics, Jive, MS SharePoint, JIRA, Remedy, ServiceNow, SEO, Adobe FrameMaker, Adobe Creative Suite, HTML, XML, Oracle 11.5.10, Jing, Screencast.com, WebEx Social and Visio 2010.

PROFESSIONAL EXPERIENCE

Milestone Technologies, Inc. – San Jose, CA

Feb 2015 – Present

Implementation Project Manager – Professional Services

- Manage global, large and complex IT engineering projects from inception to completion.
- Plan requirements with new Milestone Managed IT Service clients and guide onboarding through the entire project lifecycle including managing project schedules, identifying risks, conducting lessons learned and handing-off the service to operations.
- Partner with Sales, Service Delivery, Talent Acquisition, Human Resources and IT to develop and execute enhanced and consistent on-boarding processes for new hires across all business units and client sites.
- Mentor Project Managers and Technical Writers to ensure processes are consistent across all business units.
- Track onboarding and off boarding of client resources.
- Reconcile client budgets to ensure invoices are accurate.

Cisco Systems (Cameo Global) – San Jose, CA

Aug 2014– Jan 2015

Program Manager – Data Center (DC) Network

- Managed multiple, simultaneous Data Center projects from inception through completion.
- Oversaw and managed the migration for the Data Center Next Generation Load Balancer solution and Jumbo Frames deployment globally.
- Assisted with the development and management of Cisco IT Application Centric Infrastructure program.
- Drove meetings with SMEs from all areas of the business, including Architects and Engineering to seek input and review DC infrastructure methodology, resource requirements, timeline, and constraints.
- Gathered requirements and managed the creation of Network Services Project Portfolio Management tool to improve project-selection decisions and better manage Network Services portfolio.
- Developed and co-wrote 200-page Internet of Everything (IoE) Architecture Blueprint with Distinguished Engineers and Architects.

Program Manager & Technical Writer – Home and Remote Access Service

Dec 2011 – Aug 2014

- Responsible for overall Home and Remote Access program delivery and budgeting.
- Prioritized both Change and Run the business projects based on impact level and leveraged data to drive prioritization decisions.
- Delivered detailed ROI and Service Metrics for each project within the Program.
- Designed and developed communication strategy, messaging, and content for Cisco's teleworker audience.
- Developed and delivered ongoing communications via WebEx Social Browser platforms, presentations, emails, and newsletters.
- Developed and co-wrote 300-page Architecture Blueprint for Network Services.

Freelance Technical Writer – Los Gatos, CA**2009 – 2011****Technical Writer**

- Developed and wrote installation, configuration, case studies, how-to documentation, comparison charts, and online help for various clients.
- Utilized and edited photographs, drawings, sketches, diagrams, and charts to illustrate material.
- Built a strong and visible social media presence and continually monitored success using analytic tools.

Equinix, Inc. - San Jose, CA**2004 – 2009****Implementation Manager**

- Managed and drove the implementation of service to customers at a local Equinix Internet Business Exchange™ (IBX™) facilities.
- Wrote the migration process 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 arrive at local IBX.
- Prepared and executed logistics associated with installations and continual maintenance of customer's equipment and network connectivity.

Savvis Communications, Inc. – Santa Clara, CA**2000 – 2004****Formerly Cable & Wireless America, Exodus Communications, and GlobalCenter****Client Services Representative/ Customer Care Representative**

- 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 focal point for all escalations regarding billing accuracy and ongoing service.
- Reconciled customers from Global Center acquisition, ensuring an efficient transition and accurate invoicing.
- Successfully collected delinquent accounts with an A/R portfolio of over \$500,000.

Project Manager

- Outlined, managed, and implemented all logistics associated with installation and maintenance of customers' equipment into data center facilities.
- Drove installations to ensure contracts were completed on time and to the customer's complete satisfaction.
- Determined the purpose, goals, and constraints of projects, established project controls, obtained agreements on roles and responsibilities, and developed the communicating strategy.

EDUCATION AND CERTIFICATIONS**De Anza College**

- Technical Writing - Certificate of Achievement June 2010
- Project Management Practitioner - Certificate of Achievement June 2014
- Social and Behavioral Sciences Emphasis - Associate of Arts Degree June 2015

Project Management Institute

- Project Management Profession Exam Prep Boot camp – Certificate of Completion October 2009
- Working toward PMP Certification October 2015 – Present

SKILLS AND CONTRIBUTIONS**Child Advocates of Silicon Valley****2011 - Present**

- Child Advocate - Appointed by a judge to advocate for the best interests of abused and neglected children in court and other settings.

PMI Silicon Valley**2009 - Present**

- Member - Active member of Project Management Institute Silicon Valley Chapter.