

# 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  
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

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

IT OPERATIONS 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, implement Ultipro and transition 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

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  
(CASA) & CASA MENTOR  
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