

CHERI THOMAS

KNOWLEDGE MANAGEMENT / PROGRAM MANAGER

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Los Gatos, CA, 95033



PROFESSIONAL SKILLS

Knowledge Management
Content Management
Stakeholder Management
Knowledge-Centered Service
Learning Management Systems
Instructional Design
Document Repository Management
Metadata Management
Project/Program Management
Data Analysis
Asynchronous Digital Learning
Business Process Optimization
Leadership
Collaboration
Change Management
Resource Management
Performance Management
Mentoring and Coaching
Strategic Communications

CERTIFICATIONS

- Knowledge-Centered Service (KCS v6) Fundamentals Consortium for Service Innovation January 2025
- Technical Writing Certification De Anza College, CA June 2010
- Certified Scrum Master Scrum Alliance, CA (000753136) February 2018
- Project Management Practitioner Certification De Anza College, CA June 2014

PROFESSIONAL PROFILE

I'm a Knowledge Management Program Manager with a passion for turning complicated information into knowledge that's easy to access and use. With over 10 years of experience, I've fine-tuned my skills in data analysis, content management, and strategic planning. I love bringing teams together, making sure everyone has the information they need to do their best work. Simplifying things is my specialty, and it's amazing to see how that drives efficiency and sparks innovation. Let's work together to unlock the full potential of knowledge!

WORK EXPERIENCE

SR. TECHNICAL KNOWLEDGE MANAGER / KEYFACTOR

San Mateo, CA / Mar 2021 – August 2024

- Developed and maintained comprehensive training resources for Keyfactor University, including curriculum design, written guides, audio-visual content, and lab exercises.
- Evaluated and restructured SharePoint and Confluence department sites to optimize documentation and streamline access to key internal processes.
- Led the creation and management of global training schedules, improving accessibility and efficiency across the US and EMEA, driving a 60% increase in participation.
- Directed, designed and rolled out of the Keyfactor University portal, enhancing EJBCA Open Training and Self-Service curriculum through advanced video editing and process improvements, leading to a 80% increase in user engagement.
- Ensured all training content remained accurate, up-to-date, and in sync with product releases while adhering to corporate branding standards.
- Managed project plans for Knowledge Management initiatives from conception to execution.

SR. PROJECT MANAGER / PRIMEKEY (part of Keyfactor)

San Mateo, CA / Mar 2018 - March 2021

- Led the successful conception, implementation, and analysis of IT projects, ensuring all initiatives were delivered on-time, within scope, and budget, directly contributing to a 25% increase in project efficiency.
- Developed and maintained project templates and SOP's, facilitating seamless execution of PKI implementation project workshops and served as the primary liaison for solution consultants and customers.
- Conducted PrimeKey Customer EJBCA Training Sessions, enhancing customer engagement and retention through strategic program management and fostering long-term relationships.

CHERI THOMAS

KNOWLEDGE MANAGEMENT / PROGRAM MANAGER

TECHNICAL SKILLS

Microsoft Office 365 Expert
SharePoint (CMS)
Confluence (CMS)
Zendesk (CMS)
WordPress (CMS)
Content Development Lifecycle (CDLC)
Skilljar (LMS)
Google Classroom (LMS)
Box (DMS)
Salesforce (CRM)
ServiceNow (ITSM)
UKG Pro (HRMS)
Adobe Creative Suite
Microsoft Power BI
Google Analytics
xAPI
Agile Methodologies
Generative AI
Multimodal AI Prompting
Video Production & Editing
Asana
Software as a Service (SaaS)
Tableau
HTML & CSS
Microsoft Project
Jira
Cybersecurity
Hardware/Software VPN

EDUCATION

Associate of Arts Degree
Liberal Arts and Sciences
De Anza College, CA
June 2015

WORK EXPERIENCE CONTINUED

HEAD OF KNOWLEDGE MANAGEMENT / MILESTONE TECHNOLOGIES
Fremont, CA / Feb 2015 – Feb 2018

- Promoted from Sr. Project Manager to Head of Knowledge Management, leading tech transitions and operations.
- Directed a team of 10 Technical Writers, fostering a unified approach to documentation and process consistency across all business units, enhancing operational efficiency by 50%.
- Headed the company-wide migration from Box to OneDrive, the implementation of UKG Pro for Talent Acquisition, and designed the company SharePoint Intranet, utilizing Agile Scrum methodologies to streamline operations and improve team collaboration.
- Led cross-functional team of contact center operations and engineering staff through eBay-PayPal separation, implementing Knowledge-Centered Service (KCS) methodology to ensure seamless transition.

NETWORK SERVICES PROGRAM MANAGER / CISCO SYSTEMS (CAMEO)
San Jose, CA / Dec 2011 - Jan 2015

- Managed multiple Network Services projects from initiation to close.
- 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 Program.
- Developed comprehensive documentation for Cisco Virtual Office implementation and VPN configuration procedures.

TECHNICAL WRITER / FREELANCE CONSULTANT

Los Gatos, CA / 2009 - 2011

- Created technical documentation and user guides that improved client operations and efficiency.
- Leveraged multimedia elements such as photographs and diagrams to enrich material presentation.
- Led content development process from draft to publication, aligning deliverables with stakeholder and audience needs.

IMPLEMENTATION PROJECT MANAGER / EQUINIX, INC.

San Jose, CA / 2004 - 2009

- Implemented service strategy at Equinix IBX facilities, increasing operational efficiency 15%.
- Created migration playbook to transfer 55+ accounts between data centers, boosting client satisfaction 80%.
- Managed 130+ local accounts, increasing retention by 25% through strategic relationship building and superior service delivery.