

CHERYL THOMA

702 10th Street, Durant, IA 52747

563-260-4182

cheryl.thoma@gmail.com

SKILLS SUMMARY

- Development of training manuals and quick start guides
- Experienced in developing and delivering training to all levels of end-user on software applications such as Windows, Microsoft Office Suite, databases, and internet
- Bachelors degree in communications with a focus in technical writing
- Help desk analyst for Level I and Level II troubleshooting
- Strong organizational skills allow for effective management of multiple tasks and priorities
- Adapt quickly to new technologies

PROFESSIONAL EXPERIENCE

Twenty-three years experience in the information technology field. Areas of expertise include writing technical documentation, help desk customer service, developing and delivering software training, hardware and software procurement, and electronic software distribution.

ITsavvy, Inc., Davenport, IA

Process Engineer

March, 2013 - Present

Position Summary: Evaluate existing processes and offer suggestions for increased efficiency and productivity. Develop documentation for existing and new processes to ensure new policies are understood and followed. Act as administrator and offer internal support for Autotask, TeamViewer, LastPass, RapidFire, and JotForm software programs.

Accomplishments and Responsibilities:

- Developed Quarterly Business Review process. This process uses tools to analyze a client's technical environment. The data is reviewed, compiled into reports, and a presentation for the client. This has helped strengthen the relationship with clients. It has also increased sales because the quarterly review identifies areas where we can sell additional services to the customer.
- Developed a change process procedure. The change process identifies and tracks all technical changes or configurations made in an environment. The changes must be documented, tested, and approved before being implemented. This process has reduced the number of service interruptions because changes are more thoroughly tested than in the past.
- Built a document repository using MS Word, Adobe Acrobat, Photoshop Elements, and MS Sharepoint. The repository saves time by having all necessary documentation in a single location.

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HNI Corporation, Muscatine, IA

Application Administrator, Information Technology August, 2006 – March, 2013

Position Summary: Document, automate, and manage delivery of all software applications in the enterprise. Track and manage software license ownership and use. Provide Level II support and troubleshooting for software distribution issues on end-user computers.

Accomplishments and Responsibilities:

- Consolidate software source files into a central, secure location eliminating installation by un-licensed users. This ensures compliance with software license agreements and reduces likelihood of costly software compliance purchases that can result from a software audit.
- Packaged over 100 software applications into a format that can be used for enterprise software distribution with Microsoft System Center Configuration Manager (SCCM).
- Developed a process to perform quality testing of software application packages. This ensures software delivery will not disrupt user productivity or break co-existing software.
- Use SCCM to distribute software packages to over 4,000 computers. This reduces total cost of ownership and ensures software installs are consistent across the enterprise which makes support more manageable.
- Developed a knowledgebase (KB) for support staff to increase first-call resolution at the Help Desk. Created dozens of KB articles for troubleshooting software applications and computer issues. Reviewed and approved hundreds of knowledgebase articles written by other support staff to ensure all documents were consistent in format and quality.
- Created installation instructions for all PC software in the enterprise.
- Provide needs-analysis and approval for Microsoft software requests. This includes tracking computers with Microsoft software installed to ensure compliance with software license agreement.
- Create monthly reports for management showing number of software installs compared to number of licenses owned. Work with software application owners to remove software on machines that are not licensed in order to remain in compliance.
- Volunteer member of HNI Information Technology (IT) HEALTHWORKS Team. This team is sponsored by HNI Corporate and promotes healthy eating and exercise among its members. My role as team captain for the information technology team consists of managing the budget, ensuring activity deadlines are met, creating marketing materials, and encouraging team members and employees to participate in sponsored activities.
- Volunteer member of the Information Technologies Fellowship Committee. This committee organizes fellowship activities and coordinates fundraising within IT for local charities. I am the communication lead for this team and design all flyers and documents necessary to promote fellowship and charity activities.

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- Use Supportworks incident-management software to prioritize support tickets logged by the help desk. Tickets are monitored closely, updated frequently, and are always up to date at the end of each day.
- Participate as adjunct member for occasional projects that require software distribution. Currently a member on the Windows 7 Core Project Team. My role on this team is to ensure that all enterprise software is compatible with Windows 7 and available through SCCM for software deployment.

Land's End, Inc., Dodgeville, WI

Senior PC/LAN Analyst

April 1999 – May
2006

Managed software packaging and electronic distribution of software for Windows and Macintosh environments. Provided Level II support for Help Desk Analysts and performed software installs on Citrix Server Farm. Project manager for upgrades relating to FileWave and Microsoft Systems Management Server (SMS) software. Developed and delivered classroom training on Internet and Microsoft applications.

PC/LAN Analyst

April 1997 – April 1999

Provided Level I Help Desk support on hardware and software issues. Developed training materials and quick-start guides and delivered training for beginner and advanced classes on Internet and Microsoft Office applications.

McGraw-Hill Companies, Dubuque, IA

Help Desk Coordinator

December, 1995 – February, 1997

Co-led a team of five to eight analysts on the Help Desk and a training team of two members.

Procurement Analyst

November, 1994 – December, 1995

Purchased all PC and Macintosh hardware and software. Worked as Level II Analyst on the Help Desk.

Application Trainer/Help Desk Analyst

August 1990, – November, 1994

Worked on a team to research and develop the first Help Desk at the Dubuque location. Worked as Level I Analyst taking calls and researching solutions. Developed training materials and delivered classes on software applications at local and remote locations.

Administrative Assistant, Special Sales Division

April, 1989 – August, 1990

Performed administrative duties for manager and sales representatives in the Special Sales Division. This included handling telephone calls, all written correspondence, and creating unique marketing materials for book sales.

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EDUCATION

Kaplan University, Davenport, IA

Bachelor of Science in Communication with a focus in Technical Writing

May, 2011

Graduated summa cum laude

Clarke College, Dubuque, IA

Computer Information Systems/Management Information Systems

1990-1992

Completed 20 credit hours

American Institute of Business, Des Moines, IA

Associate of Arts Degree

February, 1988