Ieisha Thomas Change Management Consultant

Professional Summary

Experienced Change Manager with strong skills in identifying operational and process issues and recommending solution strategies. Skilled in communicating with internal departments and senior management, engaging with stakeholders, and managing internal escalations. Possess a track record of success in implementing and supporting multiple platforms.

8+ years IT Professional Subject Matter Expert in designing and supporting Change Management.

8+ years IT Professional Subject Matter Expert (SME) in Microsoft (MS) Office suite of products.

Vast experience in applying industry leading practices and frameworks for developing and supporting ITIL programs.

Outstanding interpersonal and communication skills with the ability to liaison with both technical and non-technical groups.

Technical Skills

* Adobe Captivate
* Agile
* Cloud SaaS
* Microsoft Office/Office 365
* Microsoft Project
* Microsoft SharePoint
* Microsoft Visio
* Salesforce.com
* ServiceNow
* JIRA
* Oracle
* SQL
* Zoom
* UltiPro

Professional Experience

***Chewy, LLC. June 2020 – Present***

***Change Management Consultant – Contract***

* Conducts Recurring Daily Ops Call with CIO, CTO, CEO, and various Sr. Leadership to outline daily changes and previous incidents
* As a key member of the Operations and Services Support Unit, we control and drive service quality and availability through the Change Management Process using Prosci methodology
* Drafted and submitted proposals for change management plans.
* Created project timetable of phases and milestones.
* Conducted recurring meetings with stakeholders to gather requirements, manage expectations, and communicate upcoming changes to inventory processes/applications.
* Tabulated and assessed current and potential change management issues.
* Creating Project and Change related artifacts/documentation
* Managed highly sensitive customer data, including the use of multi-factor authentication and secure VPN
* Assisted in developing operating model procedures processes and roles.
* Partnered with ServiceNow team to automate entire Change Management Process
* Facilitates bi-weekly CAB meeting to ensure all upcoming major changes have been reviewed
* Partners with Incident Management team to improve project and infra deployments
* Create actionable deliverables for the five change management levers: communications plan, sponsor roadmap, coaching plan, training plan, resistance management plan

***SGWS Jan 2018 – July 2020***

***Sr. Change Management Consultant***

* Audit of release and change requests to verify required supporting documentation is provided and accurate
* Drove the company-wide Implementation/training for Zoom meetings
* Confirm all production updates are associated with a completed Release and Change request
* Maintain the Release Calendar
* Facilitate weekly CAB meetings
* Verify communications to the business unit
* Participate in Incident Management critical incident meetings to ensure appropriate follow-up activities are performed
* Perform analysis and reporting of Release and Change activities
* Communicate monthly and year to date performance metrics to the executive dashboard
* Develop AD-HOC reports as needed
* Created visual presentations for CM training

***Oracle Feb 2016 – Jan 2020***

**Sr. Implementation Consultant / Implementation Manager**

*Managed the successful implementation of over 40 software development projects over a range of software utilizing Oracle DB, Java, HTML, CSS, Javascript, and SQL components, with budgets ranging from $100k-$1M*

* Key Point of Contact for Internal Stakeholders and Major Accounts
* Primary liaison between External End Users and Internal Dev Team
* SME responsible for end-user and external client training & content creation
* Drafted company-wide SDLC policy which was incorporated in executive Project Management guidance
* Worked to effectively combine the vision of clients with in-house wireframe designers to provide clear design specifications
* High-performing and motivated team created with record close to 95 % participation in agile meetings.
* Team designed and trained to follow Kanban or Scrum based on project or user story.
* Executive briefing and reporting on scrum metrics, burn-up and process improvements periodically.
* Implemented Simphony 2.0 at 100+ sites nationwide

***FPL FiberNet July 2015 – March 2016***

***Lead Change Management Consultant - Contract***

* Primary POC for all internal stakeholders/end users
* Primary POC for ALL third party vendors (Fortune 5)
* Key asset in insuring Network Change Management activities meet organizational, business, and scheduling objectives.
* Worked to continually drive faster implementation, greater ultimate utilization, and higher proficiency so as to minimize negative customer impact, and ensure all SLAs are met, and business results are achieved.
* Created and managed reports and measurement systems to track customer impact, network impact, and proficiency of each change activity.

***The Weather Channel Aug 2014 – March 2015***

***IT Project Manager/Social Media Specialist - Contract***

* Primary POC for all Internal Stakeholders
* Liaison responsible for communicating all requirements to dev team/cross functional teams
* Manage resource planning/allocation, Risk Mitigation, Communications, Implementation, and Post-Implementation activities for all assigned projects.
* Applied Agile/SCRUM methodology for successful release of newly implemented Intranet platform
* Direct and monitor the tasks of project team members and model team leadership
* Develop, communicate, and maintain detailed and high-level project plans.
* Manage risks by identifying project risk factors and developing risk mitigation plans.
* Manage issues by coordinating with project team and management to resolve issues, including escalation as appropriate.
* Created content for all social media platforms

***CPA Global North America Sept 2013 – July 2014***

***LEAD Software Analyst/ Salesforce Administrator***

* Lead Analyst acting as POC for all Fortune 5 Clients (Proctor & Gamble, General Motors, Marriott, Microsoft, etc.)
* Maintained confidential information for Lawyers, paralegals, legal representatives
* Maintained large client accounts while overseeing Full Life Cycle of project implementations
* E-Discovery/ESI
* Applied Agile/SCRUM processes
* Managed and prioritized Backlog using TFS platform
* Responsible for importing and maintaining all client data
* Sales Force Administrator for all internal and external operations

***Market Source Corp March 2013 – August 2013***

***Release Manager/CRM Administrator - Contract***

* Key asset to the Target Corporate 2013 Mobile Kiosk Project – Natural Insight Platform
* Responsible for writing and maintaining Proposals for new and existing clients
* Participated and monitored Full Life Cycle of entire implementation
* Assist in performing and executing functional testing. Developing use cases, test scripts, and translate these for usage in automated regression testing
* Perform unit testing, integration testing, and performance testing of new application functionality. Analyze and mitigate issues identified during testing
* Provide remote training through creating training materials and running training sessions
* Maintain data quality by identifying and deleting or merging duplicate records, cleansing and updating inaccurate data
* Manages all new user provisioning, including the auto-provisioning integration between OKTA and Salesforce using Active Directory security group membership
* Self-directed learning, problem solving, and researching of system issues
* Spend up to 60% of the time resolving end-user issues and assisting with training

Education, Training and Certifications

**Bachelor of Science**, Business Management, English Minor

The University of North Carolina, Greensboro/Chapel Hill. North Carolina Dec 2012

**Associates of Science (Equivalent),** International Studies

The Manchester Metropolitan University, Manchester, United Kingdom January 2012

Information Technology Infrastructure Library (ITIL v3)