

Sharon K. Tharas

☎ 214-460-3562 (C) ✉ sharontharas@yahoo.com

Professional Profile

Manager with excellent strengths in team building, project management, and technical writing:

- Motivated achiever who exceeds goals, is recognized regularly for achievements, earned highest customer satisfaction rating, and has garnered numerous awards.
- Solutions-driven professional with extensive experience in management and building teams from scratch.
- Customer-focused, highly organized self-starter with effective customer-service skills and demonstrated ability to manage solution strategy, product offerings and provide support to customers.
- Proactive in identifying and solving problems with ability to recognize strengths in staff and peers to achieve best use of resources.
- Skilled at grasping technical concepts quickly and communicating in an easy to understand manner to produce desired results.
- Articulate communicator who can easily speak the languages of both people and technology, blending the two with exceptional interpersonal skills while interacting effectively with customers, staff, and technical/engineering teams; adept at delivering presentations and demos.

Professional Experience

Goodman Networks, Plano, TX

October 2008 - Present

Telecommunications equipment services company providing solutions throughout the Telecommunications Equipment Lifecycle for carriers and OEMs in the Wireless and Wireline industries.

Documentation Manager Consultant

Responsible for coordinating documentation efforts to help capitalize on business opportunities, drive revenue and profit maximization for external and legal documentation, manage documentation day-to-day operations, quality compliance program rollouts and maintenance, drive business initiatives and strategy by leading project teams through development of project plans, scope of definition, execution, and follow-up, develop and communicate a cross-functional strategic plan for documentation, and measure continuous improvement.

- Developed a Business Proposal for a new line of business – Documentation/Knowledge Management that laid out a cross-functional strategy for world-class Documentation, Knowledge Management, Training, and Compliance.
- Developed and implemented the documentation process and metrics.
- Performed trend analysis for areas of continuous improvement.
- Directed and oversaw library migration to Share Point; led the initiative for Share Point automated electronic document approval and automatic notification to the company when updated documents are posted in the library; led the initiative and implementation for a documentation project dashboard on Share Point.

Senior Writer Consultant

January – October 2008

Worked with the technical writing team to define and document processes across all lines of business for ISO/TL 9000 2000 audit and certification:

- Led TL9000 Training effort for all field personnel. This included developing the training plan, training modules, rolling it out to the field, and tracking results.
- Developed the standard procedure template used to document all Goodman procedures and work instructions.
- Performed a gap analysis of Goodman Networks procedures against the TL 9000 Requirements; and, developed a matrix to visually display the gap analysis to management.
- Worked with subject matter experts to define and document the overall Operations Support process flow.
- Defined and documented standard operating procedures and work instructions for Operations Support, Human Resources, and Operations functional areas.
- Facilitated weekly project meetings and cross-functional weekly status meetings.

Breakthroughit, Parsippany, NJ**July - September 2007**

Provider of highly skilled IT technical professionals for long or short term staff augmentation in two primary areas: Software Development and Infrastructure Support.

Senior Writer Consultant

Worked with a small focus team on the Pfizer Worldwide Technology Infrastructure and Engineering (WTI&E) process development project:

- Collaborated with all functional areas of WTI&E, across multiple sites, to re-engineer the Server Request process to adhere to ITIL requirements.
- Participated in weekly executive status meetings (both in person and conference calls) and initial Demand Planning Requirements gathering meetings.
- Worked with team members on the documentation efforts for process flows and associated documentation and incorporating them into Corporate Modeler.
- Participated in weekly status meetings with team members and management; tracked issues to resolution.
- Led discussions with team members and management to determine process hierarchy and how the overall processes would be linked, types of documentation required, and suggested recommendations for a document repository.
- Drafted project status communication updates for distribution to WTI&E executive management.
- Participated in gap analysis discussions between legacy Corporate Information Technology (CIT) and Engineering Life Cycle (ELC) processes.

DynCorp International LLC, Fort Worth, Texas**2006 - 2007**

Provider of web based applications, client/server software, and customer services with operations in more than 30 countries. Served as a senior member of the IT team supporting United States Government and Global Joint Venture contracting services that provides outsource services for documentation, training, risk analysis, IT implementations, software application implementations, process improvement and regulatory compliance.

IT Manager, Documentation & Business Processes

Responsible for forming an international team of 21 personnel; planning and supervising the daily operation of the documentation department in the design and development of software application documentation and process re-engineering in support of 17 world-wide contracts. Conducted needs analyses, designed end-user documents and product profiles, created project plans and schedules, developed/monitored budgets, interfaced with world-wide clients, oversaw writing, and ensured objectives were met to achieve desired business results:

- Managed and oversaw the documentation requirements, development, and deliverables for 15 software applications taking the department from zero output to publishing over 6,000 documents in less than one year – increasing final document production to the clients by 112%. This generated over \$1,000,000 billable dollars for the company within a year time period.
- Took over responsibility for document production. By mapping the writing and production processes and implementing the new combined process increased productivity and efficiency in the original throughput schedule.
- Led a special project for the Department of State to document their IT policies and procedures. This included interfacing across functional lines within IT and interfacing with several DOS officials. The project was completed one week ahead of schedule and \$3600.00 under budget.
- Implemented documentation standards, templates and a corporate style guide; providing consistency and increasing productivity and efficiency within the technical writing team.
- Facilitated client meetings to map and re-engineer their processes to improve efficiency and suggest potential automation opportunities.
- Implemented a Documentation presence on the company SharePoint site and company intra/internet, thereby, keeping the corporation apprised of documentation and business processes accomplishments.
- Initiated meetings with the Logistics and Operations team to define financial process maps and system design description documentation for the earned value management system (EVMS) being implemented for a government contract.
- Drove the implementation and production of the Fort Worth IT newsletter.
- Created/implemented a weekly Executive Dashboard for the Director providing status for Training, Documentation, Business Processes, and Compliance on personnel workload and expended time per client per project.
- Initiated and over saw the development of Product Profiles and accompanying spec sheets for all software applications.
- Supported the product roadmap by gate keeping product suggestions and feature requests as they became available through developers and programmers, customer support, and direct customer communications, to identify and prioritize documentation of products and features for major and point releases as well as upgrades.

Affiliated Computer Services, Dallas, Texas**2004 - 2006**

Provider of diversified business process outsourcing (BPO) and information technology outsourcing (ITO) solutions to commercial and government clients worldwide.

Manager, Center for Information Management (CIM)

Formed and managed a documentation team of 12 personnel, directing the team in developing process documentation for 13 external clients and 6 internal customers; Led the knowledge management initiative; Conducted needs analyses; Designed end-user documents; Created project plans and schedules; Developed/monitored budgets; Interfaced with world-wide clients; Oversaw writing; Ensured objectives were met to achieve desired business results:

- Implemented basic rules and reassigned workload improving personnel efficiency and morale 100%.
- Led the strategic initiative for corporate knowledge management tool standardization; Drove the implementation of the Knowledge Management solution for customer service and support, improving Help Desk first contact resolution by 5%, agent efficiency by 15%, and customer satisfaction by 5%.
- Directed documentation efforts to meet client business objectives.
- Worked with the Project Management Office (PMO) to ensure documentation requirements and schedules were part of the overall client project plan and schedule.
- Implemented document templates, standards, and style guide.
- Facilitated weekly client status meetings and guided resolution of documentation issues.
- Developed/managed department budget.
- Provided monthly personnel performance metrics.
- Implemented a personnel/work/client tracking system to provide reports for executive management on workload and time per client.

Previous Experience**Carnegie Software Solutions, Inc. Plano, Texas****2000 - 2004****Publications Manager**

- Managed the creation of all publications.
- Developed project plans and schedules and participated in all planning meetings.
- Participated in client negotiation meetings, compiling meeting minutes, tracking and driving project issues and action items to closure.
- Implemented documentation standards, templates, and style guide.
- Worked with executive staff to develop proposals, RFPs, and RFIs
- Created PowerPoint presentations for executive's client meetings
- Assisted the CEO/President in setting up and running employee recognition events.
- Instituted final customer document delivery standard.
- Assisted executive management with capital and budget planning and tracking.
- Directed the creation of the company website and content.

Accu-Word Processing, Dallas, Texas**January - September 2000****Senior Technical Writer Consultant**

- Collaborated with subject matter experts on product updates.
- Researched product information to glean appropriate information for training courseware.
- Developed and authored web-based training courseware.
- Collaborated with team members to ensure consistency in training courseware.
- Participated in developing certification questionnaire.

Carnegie Software Solutions, Inc.**1998 - 1999****Senior Technical Writer Consultant**

- Collaborated with programmers and engineers to develop and author client-specific infrastructure management installation and implementation documentation.
- Conducted internal and client document review meetings.
- Ensured hard and soft copy document delivery to the client.
- Provided plan and schedule support to project management.
- Worked with the executive team to research, develop, and author client ROI analyses.

TAD Technical Data Services/Aerotek Contracting/CoreComm**1995 - 1998****Senior Technical Writer Consultant**

- Worked with programmers/hardware engineers to develop/update existing end-user product documentation.
- Worked with engineers and other company staff to define/document a vendor qualification program; and facilitated implementation of this program.
- Worked with system test engineers to define/document the system test process.

Lab Technician, Senior Staff Assistant, Technical Writer

- Developed/updated new and existing Main frame and RS 6000 documentation user documentation.
- Devised and implemented an automated process for updating error messages documentation.
- Worked with functional area personnel to ready the area for ISO 9000 certification; conducted internal audits; ISO Internal Auditor certified.
- Developed yearly strategic plans for capital dollars, budget dollars, manpower, and facilities; and tracked expenditures to the plan; assisted in running the corporate suggestion plan; assisted with HR functions.
- Worked with engineering to perform chemical analyses to predict product behavior.
- Performed CVD (chemical vapor deposition), hot oxidation, and photolithography experiments for future products.

Education

Marketing/Communication

Western Connecticut State University – Danbury, CT

Additional Training/Certifications

- Conflict Management, Project Management, Performance Improvement, and Personnel Management
- Extensive IBM courses in Management, Leadership, Finance, Time Management, Quality,
- Certification in ITIL Foundations
- Certified ISO Internal Auditor

Professional/Civic Affiliations

- Society for Technical Communication (STC)
- International Society for Performance Improvement (ISPI)
- CASUL, Building Association for Square and Round Dance; Secretary

Software Skills

- **Software: Operating Systems** – Windows, UNIX
- **Desktop Publishing/Word Processing** – Microsoft Word, Frame Maker, Interleaf, Word Perfect, Excel, PowerPoint, Visio, Lotus Office Suite, ABC Flow Charter, Easy Flow, Book Master, HTML, Acrobat, RoboHelp, Madcap Flare, SnagIt
- **Project Management** – Microsoft Project, Microsoft Team Manager, Lotus Notes, Quicken