

From: noreply@civicplus.com
To: [Tolleson City Clerk Dept](#)
Subject: Online Form Submittal: City Council Member Vacancy Application
Date: Thursday, July 27, 2023 4:33:46 PM

City Council Member Vacancy Application

Description

(The partial term of office will expire at the Council Meeting scheduled on Tuesday, December 10, 2024.)

Please complete and submit this online application, letter of interest and resume. Send questions to the City Clerk Department at tolleson.cityclerk@tolleson.az.gov. Paper copies will also be accepted. Please download the application at <https://www.tolleson.az.gov/DocumentCenter/View/7614>.

To be considered, your application, letter of interest and resume must be received by the City Clerk Department by 5:00 P.M. on August 3, 2023.

Full Name	Sheryl L Heier
Contact Phone Number	
Resident Address	
City	Tolleson
State	Arizona
Zip Code	85353
Mailing Address (if different than above)	Field not completed.
Mailing City	Field not completed.
Mailing State	Field not completed.
Mailing Zip Code	Field not completed.
Email Address	
Occupational/Technical Expertise	Service Deliver Manager - IT
Business Address	Field not completed.

Business City	Field not completed.
Business State	Field not completed.
Business Zip Code	Field not completed.
REQUIREMENTS	
Are you a qualified elector of Tolleson?	Yes
Are you at least 18 years of age or older?	Yes
Have you lived in Tolleson for the last year or longer?	Yes
If yes, how many years?	6
EXPERIENCE AND SKILLS (To be considered for the vacancy, attach your letter of interest and resume.)	
Upload your letter of interest	20230727 Sheryl Heier Letter of Interest for City Council.pdf
Upload your resume	SHeier Resume_2023.docx
Professional Experience Highlights:	I currently work full time for American Express as a Service Delivery Manager and have degrees in Management and a Masters in Organizational Management as well as a Secondary Education teaching certificate which I used to teach at Mesa Community College School District for 18 years part-time.
Previous Elected, City Board, Commission or Committee Experience:	ARMA International - Conference Program Committee for 2003 Boston Annual Conference, and 2002 New Orleans Annual Conference. Director of Education and Scholarship for 2001-2002 for AZ chapter,
Community Activities (include civic clubs, volunteer activities, service organizations, etc.):	Therapy Dogs, Reading programs with my dogs at the Cesar Chavez Library, Gabriel's Angels, Arizona Parks and Recreation, Phoenix Zoo Liaison between SRP, the Phoenix Zoo and Toastmasters. I received many awards for volunteering - Daily Points of Light Volunteer Award, SRP Karl F. Able award, SRP Presidents Volunteer Spirit Award. I was the SRP United Way Loaned Executive for Pinal County in 2008.
What skills qualify you	My organization skills, analytical thinking skills, my ability to look at

to serve on the
Tolleson City Council?

things from a different perspective and my love for my city.

Why are you interested
in serving on the
Tolleson City Council?

I want to help my community grow and prosper.

Any additional
information you feel
qualifies you to serve
on the Tolleson City
Council?

Additional information is on the resume.

Applicant Name

Sheryl Heier

Date

7/27/2023

Thank you for your interest in serving on the Tolleson City Council!

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July 28, 2023

Dear Mayor Rodrigues & selection committee:

I am writing this letter to express my interest in applying for the City Council vacancy for the City of Tolleson. I have lived in Arizona since 1968, I currently live in Tolsun Farms and have for over 6 years, I am a registered voter and love the small community we have.

I currently work full time for American Express as a Service Delivery Manager and have degrees in Management and a Masters in Organizational Management as well as a Secondary Education teaching certificate which I used to teach at Mesa Community College School District for 18 years part-time.

I have been a volunteer in many different arenas: Therapy Dogs, Camp Courage – Arizona Burn Foundation, Reading programs with my dogs at the Cesar Chavez Library- City of Phoenix, Gabriel's Angels, Arizona State Parks – 50th Anniversary Events, Phoenix Zoo Liaison between SRP, the Phoenix Zoo and Toastmasters. I received many awards for volunteering - Daily Points of Light Volunteer Award, SRP Karl F. Able award, SRP Presidents Volunteer Spirit Award. I was the SRP United Way Loaned Executive for Pinal County in 2008. Was part of the Phoenix Neighborhood Patrol team in my previous location before Tolleson.

I feel my past education, work experiences and volunteer involvement have prepared me to work with people in a variety of settings, see problems, think outside the box for solutions, and listen to the concerns of others.

Thank you for your consideration of my application to join our outstanding team of City Counsel members of Tolleson.

Sincerely,

A handwritten signature in cursive script, appearing to read "Sheryl Heier".

Sheryl Heier

Work Experience

American Express, Phoenix, AZ, March 2017 to present

Service Deliver Manager/Application Architect Lead - Enterprise Messaging

- 85-90% managing the processes and productivity of the team
- Operational support of Microsoft Exchange, Email Gateway, and Enterprise Vault
- Develop/deliver communications to the SDM Leadership team
- Design, solution and deliver ITIL related processes including documentation and reporting
- Works with Technology experts to identify potential solutions to meet the business needs
- Work closely with vendor partners and other AMEX Technology teams to resolve major incidents
- Deliver solutions for Mergers and Acquisitions for integration within AXP environment
- Manage all Operational Risk and compliance related activities related to Messaging Environment

Salt River Project, Tempe, Arizona, 1992 to March 2017

Unified Messaging and Voice: April 1999 – March 2017

Senior IT Systems Analyst

- AirWatch Mobile Device Management Administrator – Design, Implement, Maintain, Upgrade, Support and deploy Applications, iPhone, Androids to the corporation and migrated BYO users from GOOD to AirWatch,
- AirWatch Beta Tester for new releases
- ServiceNow – create, monitor, assign, resolve and report incidents/request/problem and changes
- Created ServiceNow Knowledge Base articles for AirWatch MDM and Outlook
- Service Desk Coordinator – monitor, assign and resolve problem tickets opened by users
- Enterprise Vault - Support, upgrade, expired data and performed Legal Discovery and searches
- ProofPoint Enterprise Email Security – Searching for emails, whitelisting, blacklisting, calling in tickets, managing spam/vault/malware
- Exchange – create user's mailboxes, security groups, PowerShell, Active Directory, Active Sync, EAC/ECP
- Customer Security Rep for the Messaging Dept – Create users ids, passwords, security access using ITIM
- Supervised, coordinated and assign daily work assignments for 4 intern technical staff. Coordinator for level 2 support team.
- Support Messaging team and clients with Microsoft Office Products 2013 & 2016
- SharePoint site administrator for the Messaging Team site and Corporate site
- RightFax Administrator – install, test, upgrade software, client support, planning migration to cloud – Fax2Mail
- Skype for Business support for the corporation
- Information Custodian for Unified Messaging & Voice department
- TriWatchDog – Telecom Expense Management System – Project team manager – designed, tested and support, setup training classes and was ongoing beta tester for new releases.
- AppAnalyzer Reporting tool – installed, tested, setup reports, training classes and support
- Strong vendor relationships
- Strong background in client support and demonstrated ability to work with clients of varied technical skill levels.
- Strong interpersonal skills and the ability to work effectively in a team as well as independently when necessary
- Excellent oral and written communication skills
- Detail oriented with strong, analytical, problem solving and technical troubleshooting skills
- Well organized with the ability to manage and prioritize multiple tasks simultaneously
- Provide scheduled rotational after hours on-call support and patching support

SRP Corporate Document Management Systems Administrator

- Cimage e3 – troubleshoot system outages, create, update and maintain user tables
- Cimage user support, installation of user software
- Create management, client reports and monthly stats for managers and update training manual
- Install, update and maintain Unix server application software

Salt River Project - Client Support Analyst 2 - Client Support Services

- Supervised, coordinated and assigned daily work assignments for 6 co-ops technical staff.
- Resolved, coordinated; reported all impacts and issues from the Change and Problem Meeting
- Prioritized, tracked, updated; ensured proper closure of Expert Advisor (EA) & Infoman tickets.
- Effectively planned, developed and implemented projects.
- System Administrator for Expert Advisor 3.5.1 & Problem Control Coordinator
- Researched, analyzed, resolved and monitored operating problems.
- Provided second level computer software/hardware support for 4500+ internal clients.
- Researched client support computer software/hardware problems for resolutions
- Created Expert Advisor & Infoman reports.

Teaching Experience

Maricopa Community College District, 1996 - 2015

Mesa Community College, Mesa, Arizona 1997- 2015

Rio Salado College, Tempe, Arizona 1997

Paradise Valley Community College, Paradise Valley, Arizona 1996-1997

Chandler Gilbert Community College, Gilbert, Arizona 2000-2002

Adjunct Instructor: Business Department – teaching Computer classes

Instructional Delivery: Traditional, Hybrid and Online Formats

Education

- Master of Arts, Organizational Management, University of Phoenix, Phoenix, Arizona, 1996 *cum laude*
- Bachelor of Arts, Management, University of Phoenix, Phoenix, Arizona, 1989
- Certificate, Post-Baccalaureate Teaching Preparation, Rio Salado College, Tempe, Arizona, 2004

Certifications

- AirWatch Certified Enterprise Mobility Expert
- State of Arizona Standard Adult Education Certificate, 2017-2024
- State of AZ Teaching Certificate Secondary Education 7-12 – General Science & Computer Science, 2017-2024
- State of Arizona Standard Career and Technical Education – Business and Marketing, 2017-2024
- Structured English Immersion (SEI) Endorsement K-12, 2017-2024
- Maricopa Community College Teaching Certificate – Business, Business Admin, Computer Information Systems
- Microsoft Certified Application Specialist

Software Proficiencies

- MDM solutions – AirWatch, GOOD, Blackberry
- **Office Productivity** - Microsoft Office Products 2013, 2016, Microsoft Project, Microsoft Edge, Microsoft Internet Explorer, Chrome
- **Operating Systems** – Windows XP, 7, 8 Windows 10, Linux, Unix
- **Server Operating Systems** - AirWatch Mobile Device Management server v8.4.8, Microsoft Server 2012, BlackBerry Server 4.1, 5.0, Novell, SQL Plus
- **Document Management** - Cimage Document Management System, FileNET Integrated Document Manager, Saros Document Manager, VisualInfo, W/Edge, DocuMaster
- **Problem Management** - Expert Advisor Problem Management, Infoman, Trackit, CA Service Desk Manager, ServiceNow
- **Learning Management Systems** - Canvas Classrooms, BlackBoard/WebCt, Pathlore LMS Enterprise Edition
- **Reporting Software** - Crystal Reports, IBM – Cognos Reporting Tool, Sirana Software – AppAnalyzer