

## Access to Experts



**Sherri Strickler**  
Senior Manager  
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Sherri Strickler is a Senior Manager in Customer Services at FedEx TechConnect and provides leadership for customer service operations in the Boston and Philadelphia areas. Sherri leads the team at TechConnect which successfully piloted their telework program called REACH (Reps Engaged & Connected from Home) in 2007. The pilot was approved and currently 900 TechConnect reps, managers and staff work from their homes with more expansion planned. This has allowed TechConnect to reduce expenses, return leased space to landlords, reduce carbon footprint and improve employee satisfaction. Sherri blogs on FedEx.com about the benefits of the REACH program for the company, customers, employees and the environment. Sherri works closely with internal IT teams to maximize the effectiveness of technology for REACH.

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