

KAREY L. BILKER

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— SUMMARY —

Business Technology Professional with extensive experience in project management, web design, and quality assurance. Skilled in all facets of the software development life cycle (SDLC) with a solid reputation for delivering projects on time and on budget. Team-based management style with excellent interpersonal, verbal and written communication skills. Excels as liaison between IT developers and business product owners to reduce the incidence of software defects, removing roadblocks to ensure team success. Key strengths include:

- Agile Methodologies
 - Developing Detailed Plans for Complex Projects
 - Resource Planning
 - Cross-functional Collaboration
 - Problem Solving
 - Relationship Building
 - Follow Through & Attention to Detail
 - Time Management
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— TECHNICAL SKILLS —

Agile Scrum • HTML • CSS • JavaScript • PHP • ASP • CGI • XML • Dreamweaver • HomeSite
XML Spy • MySQL • PL/SQL • Java • PhotoShop • QA Director • Test Partner • Zephyr
Microsoft Office Suite • WordPress • Website Baker • Expression Engine

— PROFESSIONAL EXPERIENCE —

PROCURIAN (Formerly ICG Commerce), King of Prussia, PA

2005 – 2013

Software Controller (2008 – 2013)

Gathered requirements, built relationships with business champions, and interfaced between product owners and developers within Agile Scrum teams. Primary testing/release coordinator: identified and monitored stories to manage them to sprint completion and release to production. Created test plans, designed checklists, produced test files, and documented defects.

- Increased client and stakeholder satisfaction and received a Raving Fan accolade for the timely and defect-free client-facing portals. These contemporary modules provided rapid search and view capability of 100+ documents for a leading global insurance conglomerate.
- Led the CRM to Radix migration for 20+ buying centers. Performed internal IT QA testing and coordinated the UAT efforts with the business liaisons, ensuring data accuracy between the systems.
- Reduced exception rate for data quality and compliance over 75% by creating Project Management module enhancements that provided better visibility into client project data.
- Managed all quality checkpoints for the new Buying Center implementations and the company name change to Procurian, involving an extensive corporate rebrand effort. Ensured no downtime for the systems due to new implementations.
- Executed on time rollout of many additional key business initiatives, such as CRM, Radix, SEAL, and BCOS.
- Received recognition from developers and business product owners for providing internal/external testing with efficiency and high quality work.

Technical Producer (2005 – 2008)

Gathered requirements and led project teams to complete Marketing initiatives. Extensive work with design, development, testing, launching, and post-launch maintenance of web-based applications.

- Led the Marketing Site redesign effort without any loss in search engine placement. Improved placement for the top 10 key terms by implementing an SEO tool.
- Seamlessly integrated website inquiries into Salesforce.com used by Marketing and Sales leads by implementing automated and useful Web Trends reporting.
- Reduced turnaround time for Marketing Site content changes by implementing an ASP content management system and Google Analytics, allowing the Marketing team to self-publish frequent edits and monitor site traffic.
- Launched version control for the Marketing Site ensuring a more automated and quality deployment of static content to production.

- Enabled defect-free implementation of web-based systems by acting as liaison between the creative content team and the IT technical team. Troubleshooted, tested and oversaw the launch of applications and produced UI framework for modifications to Real Exchange.

GE TRAILER FLEET SERVICES, Devon, PA

1995 – 2004

Project Leader (1998 – 2004)

Gathered requirements, built relationships with business champions, and led project teams to complete systems initiatives.

- Spearheaded \$300K project to consolidate 100+ individual testing efforts into a common solution. Streamlined necessary software testing time preventing system loss by identifying performance issues prior to software release.
- Led the transformation of Intranet content, documents, and forms into a self-service portal, eliminating 50% of storage costs by retiring obsolete Intranet content.
- Ensured one-click access to frequently visited Intranet content based on statistical analysis. Received BRAVO Silver award for completing project within stretched timeline.
- Designed, developed and implemented Topaz to proactively identify system response time opportunities as measured from sales and service locations, resulting in 99.5 % DPMO reduction.
- Mentored and coached a summer intern to implement monitoring for two additional applications.
- Led successful Mobile Maintenance Systems implementation of Preventative Maintenance through detailed management of on-shore and off-shore resources. Facilitated and digitized customer requirements into operational system with 100% on-time delivery.
- Achieved GE Six Sigma Green Belt certification for the Real Time Monitoring of Applications project. Reduced cycle time by 50% by proactively notifying managers of system alerts.

Program Manager, IT Quality Improvements (1997 – 1998)

Managed newly created team of three employees in order to produce high quality software at lower cost with less rework. Formalized and trained IT staff in the use of a software development lifecycle methodology in software development efforts, improving software release quality.

Business Systems Analyst (1995 – 1997)

Provided systems analysis, design, development, and project management of operations systems. Led project initiatives including TIP Inventory and the Specifications migration project. All projects implemented base methodology standards throughout the software development life cycle.

ADDITIONAL EXPERIENCE:

LOGIC TECHNOLOGY, INC., Schenectady, NY

1993 – 1995

Database Consultant

THE GEARY CORPORATION, Pittsfield, MA

1991 – 1993

Computer Programmer

— **EDUCATION** —

BA, Cognitive Science, Minor in Psychology as a Social Science, UNIVERSITY OF ROCHESTER • Rochester, NY

Certificate in Management Studies – Accounting/Finance, UNIVERSITY OF ROCHESTER • Rochester, NY

— **PROFESSIONAL DEVELOPMENT** —

Project Management • Agile Project Management • Motivating and Influencing Skills • Process Owner Training
Productivity/Quality Awareness Training • Six Sigma Green Belt Certified • Project Leadership Course (PLC-1)

— **AWARDS** —

Relentless Improvement Award for Radix Implementation • BRAVO Silver Award for Implementation of Web Channel Upgrade
Recognition Award for IT Infrastructure Transformation Project • Recognition Award for Branch Response Time Project
Philippe Award Nomination for Nursing Mothers Alliance Volunteer Efforts • Partnership Bonus Certificates from GE TIP/ModSpace
Management Award from GE TIP/ModSpace • Management Award from GE Factory Management Systems