

Karey L. Bilker

332 Sentry Lane
Wayne, PA 19087
(610) 225-3734
klbilker@gmail.com

SUMMARY

Proven experience in web design and development in the fast-paced Internet and software development industries. Exceptional skill at identifying business needs, prioritizing and executing innovative business solutions. Skilled in team collaboration and solution brainstorming. Strong planning and communications skills, self-directed, and attentive to detail.

TECHNICAL SKILLS

HTML, CSS, DHTML, JavaScript, PHP, CGI, Dreamweaver, HomeSite, MySQL, Expression Engine, pMachine, Movable Type, Java, Paint Shop Pro, PhotoShop, and Microsoft Publisher.

SELECTED ACCOMPLISHMENTS

Software Development

- Evaluated Intranet publishing needs. 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.
- Digitized survey process using on-line dynamic Java survey tool, reducing survey distribution and collection time by 90%.
- Extensive work with design, development, testing, launching and post-launch maintenance of web-based applications.
- Managed design and implementation of enhancements to improve productivity of existing web sites, including shopping carts, mailing lists, processing forms, and content management systems.
- Collaborated extensively with small business owners and non-profit organizations to establish a customized internet presence that meets individual needs.
- Migrated customer, lease, and inventory information into TIP Premier Services web-based reservation application for customers.

Project Management

- Led \$300K project implementation 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.
- 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.
- Translated business processes into actionable transaction response measurements.
- 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.

EMPLOYMENT HISTORY

<u>KLB Web Solutions, Wayne, PA</u> Internet Consultant	2001-present
<u>GE Equipment Services TFS/ModSpace, Devon, PA</u> Project Leader (1998-2004) Program Manager, IT Quality Improvements (1997-1998) Business Systems Analyst (1995-1997)	1998-2004
<u>Logic Technology, Inc., Schenectady, NY</u> Database Consultant	1993-1995
<u>The Geary Corporation, Pittsfield, MA</u> Computer Programmer	1991-1993

EDUCATION

B.A., Cognitive Science
Minor in Psychology as a Social Science
University of Rochester, Rochester, NY

Certificate in Management Studies - Accounting/Finance
Simon School of Business, University of Rochester, Rochester, NY

PROFESSIONAL COURSES

Continuing Education Courses

- XHTML and CSS
- CGI and PHP Programming
- Design Principles
- Project Management
- Productivity/Quality Awareness Training
- Project Leadership Course (PLC-1)

PROFESSIONAL DESIGNATIONS AND AWARDS

- BRAVO Silver Award for Implementation of Web Channel Upgrade, 2003
- Recognition Award for IT Infrastructure Transformation Project, 2003
- Recognition Award for Branch Response Time Project, 2003
- Philippe Award Nomination for Nursing Mothers Alliance Volunteer Efforts, 2002
- Partnership Bonus Certificates from GE TIP/ModSpace, 1996, 1996, 1995
- Management Award from GE TIP/ModSpace, 1996
- Management Award from GE Factory Management Systems, 1993
- Member, Women Designers Group
- Member, MyWoman2Woman Network
- Achieved GE Six Sigma Green Belt certification for the Real Time Monitoring of Applications project