

Karey L. Bilker

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SUMMARY:

Extensive Project Management and Project Leadership experience in design, development, and implementation of business applications. Consistently demonstrates ability to determine business needs, prioritize, and execute innovative business solutions. Team-based management style with excellent interpersonal, communication and time management skills. Applied GE Six Sigma tools to IT project management/Software Development Lifecycle to deliver improved capability and quantifiable results.

PROFESSIONAL EXPERIENCE:

GE Equipment Services TFS/ModSpace, Devon, PA

1995-2004

Project Leader (1998-2004)

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

- Led \$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.
- 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.
- 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.
- 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. Specific highlights included:

- Formalized and trained IT staff in the use of a software development lifecycle methodology in software development efforts, improving software release quality.
- Drove the formulation of more stringent use of Quality Assurance Testing policies and procedures.
- Led implementation of the WinRunner automated testing tool to improve the effectiveness of regression testing.

Business Systems Analyst (1995-1997)

Responsible for systems analysis, design, development, and project management of operations systems. Led successful project initiatives including:

- *Inventory*: a client-server based application to capture details on TIP's fleet of trailers. Gathered requirements, built relationships with business owners and created a stable system meeting the business requirements with minimal need for system enhancements.
- *Specifications*: migrated the trailer specifications from a Legacy-based system to an Oracle database for use in the client server application. Project was implemented with 100% on-time delivery.
- All projects implemented base methodology standards throughout the software development life cycle.

Logic Technology, Inc., Schenectady, NY

1993-1995

Database Consultant

Provided systems consulting on a contract basis to the Quality and Factory Management Systems group at General Electric Industrial and Power Systems and to Fleet Services Corporation at Fleet Bank. Responsibilities included design, development, and maintenance of automated systems. Conducted analysis and design and led teams to implement system enhancements.

The Geary Corporation, Pittsfield, MA

1991-1993

Computer Programmer

Collaborated with project teams to develop and enhance business application systems for clients. Primary function was to translate business requirements into functional systems. Specific tasks included custom programming and enhancements for both batch and on-line applications and high-level analysis.

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

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

**PROFESSIONAL:
COURSES:**

Project Management
Motivating and Influencing Skills
Process Owner Training
Productivity/Quality Awareness Training
Project Leadership Course (PLC-1)