

Dr. Keri Billen

SENIOR PROGRAMME MANAGER



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PROFESSIONAL SUMMARY

Very strong track record of managing high-technology programmes and products, from the earliest stages of product definition to post-launch support.

With a natural curiosity and ability to understand how things work, I can apply myself to many types of leading-edge products and services.

Having travelled to nearly 40 countries, lived overseas, and worked remotely since 2009, I am adept at managing multinational stakeholders and teams.

I enjoy creating and optimising development processes that balance rigour with agility, combined with usage of modern management tools and systems.

From scratch I can build, maintain and develop a thriving Project Management Office (PMO).

PERSONAL SUMMARY

- Ph.D and 2i honours degree in physics.
- Diploma in business management.
- Author of eight scientific publications.
- Directed a [fundraising group](#) that acquired a life-saving mobile neurological scanner for Southampton Hospital.
- Regular blood donor since I was 18.
- Volunteer for deliveries of essential items during the Covid-19 lockdowns.
- Volunteer Covid-19 tester at a local school.
- Volunteer contributor to [grid computing](#).
- School governor who dealt in finances and the teaching of maths and science.
- Enjoy [photography](#), cycling, playing squash, cookery, and time with my family.

COMPETENCES

- Enthusiastic communicator who fosters positive and effective relationships: I can bring together disparate stakeholder groups in multi-cultural and international organisations, including cross-functional development teams, suppliers, customers and internal management. Can do this consummately, even when located remotely, by making use of state-of-the-art tools and ways-of-working, and by striving to be a constructive, supportive, consistent, and trustworthy example for others to follow.
- Comfortable with uncertainty and nebulous goals, and I have a proven track record of bringing order and purpose to situations that require clarity (in terms of objectives, specifications and/or processes).
- Am a certified PRINCE2 practitioner with advanced knowledge of agile and waterfall planning techniques, including their strengths and weaknesses when delivering product innovation, combined with an unabating eagerness to seek out and experiment with improved processes, systems and ways of working.
- Extensive experience of administering modern programme and product management tools such as Confluence, Jira, Teams and Redmine, as well as training others in how to use them.
- Line management of staff, i.e. recruitment, induction programmes, coaching, mentoring, encouraging innovations, day-to-day project support, career development, performance management and offboarding.
- Able to develop and execute strategic departmental plans to achieve organisational goals.
- Can manage the earliest stages of requirements definition (for software, hardware and back-end systems) and then all the way to marketing, launch, operations, post-launch upgrades, and even direct user support.
- By establishing firm, transparent and measurable performance standards, my products and programmes exceed their quality targets. I've been brought in several times to rescue failing products and projects.

PROFESSIONAL HISTORY

SENIOR PROGRAMME MANAGER, BOWERS & WILKINS (PART OF MASIMO SINCE FEB22) REMOTE
APR21-NOW As well as managing programmes I manage the UK PMO, I help the engineering director with resources planning, and I am introducing modern ways-of-working across [Masimo](#).
Achievements to date: recruiting and managing the UK-based project managers, widening the usage of Atlassian tools, devising many process improvements, managing several studies into new products, and managing the development and launch of the [800 Series Signature](#) range.

PROGRAMME AND PRODUCT MANAGEMENT SERVICES, FREELANCING VIA MY OWN COMPANY REMOTE
I provided cross-functional team leadership, line management, responses to requests for quotations, planning, requirements management, contracts review, budget control, stakeholder management, processes and tools development, issues/risks management, co-ordinating system testing, and customer support.

JUN15-MAR21 [EKT](#) is a well-established supplier of set-top-box (STB) design and manufacturing services to top-tier telecoms and broadcasters (e.g. Orange, Telefonica, O2 and MTS).
100000s of high-quality products provided to many satisfied and returning customers, and an advanced STB called [Saorview Connect](#), developed with [RTÉ](#), won an award at [IBC2018](#).

JAN13-DEC13 [OBS](#) is a market leader for digital video software. I created and submitted the documents for their [Eurostars](#) application, and supported their project status reporting to the sponsor.
The submission came 21st from 450 applications, resulting in six-figure funding for the project. The product (new software for networked video devices) was a commercial hit.

MAR12-DEC18 [Yellowbike](#) develops bicycle-hire products, e.g. a networked lock called 'Clamp-IT'. I was consulted to create their plans, funding applications and management tools.
I helped build the Clamp-IT project team, and we secured funding from the UK government.

JUL09-JUN15 Winbox/iP4.tv provided major telecoms operators with innovative STBs.
A big-selling STB was developed for O2 in Czechia. Its success secured the business and the employment of twelve engineers. Along the way I introduced new management tools that provided instant, accurate and detailed communication between stakeholders.

VARIOUS ROLES, PHILIPS/NXP SEMICONDUCTORS SOUTHAMPTON (UK) AND NIJMEGEN (THE NETHERLANDS)
FEB05-JUL09 Programme management of internet STB products, Had ~45 staff doing integrated circuit (IC) design, software development, managing suppliers, and customer support.
Customers were huge brands like [Netflix](#), [Roku](#), [1&1](#) and [Slingmedia](#), and we served them effectively whilst restructuring and downsizing the team.

DEC03-FEB05 Brought in to lead coms with senior [SONY](#) leadership during a period of quality problems.
Involved many business trips to Malaysia to meet the (very unhappy) customer.
Despite the huge stress we stopped the problems to plan; thus saving the business.

MAR02-DEC03 Project management of the then largest IC made by Philips.
Led the design-in at [SONY](#), who used the IC in the best television (TV) on the market at the time. The same IC sold with 100% quality in high-end TVs from Philips and Sharp.

AUG00-MAR02 From Nijmegen I led a 20-strong international team to industrialise a novel IC.
Awarded for being the only person in the entire project (>100 people) to relocate. I did staff appraisals in Nijmegen, and set up innovative cloud-based project management tools. I initiated and negotiated production at a state-of-the-art facility in [Singapore](#).

AUG97-AUG00 I led teams to launch new ICs and improve yield and outgoing quality.
Saved millions of euros, and obtained a prestigious quality award from our main customer. I was therefore promoted three times, including a double-promotion in July 2000.

RESEARCH SCIENTIST UNIVERSITY OF SURREY (UK)
APR96-JUN96 Took time out of my Ph.D to do research into a novel semiconductor device.
Published two scientific papers, one of which I presented at an important [conference](#) in Egypt.