



+44 7540 748891



keribillen



keribillen@firstlead.co.uk



Winchester, UK

PROFESSIONAL SUMMARY

Very strong track record of devising and leading a programme/project management office (PMO) in high-technology industries, from the earliest stages of product definition to post-launch support.

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

I strive constantly to improve how things are done.

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

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

PERSONAL SUMMARY

- **Ph.D** and 2i honours degree in physics.
- Diploma in business management.
- Author of eight scientific publications.
- Keynote speaker at a major scientific **conference** in Egypt.
- Was a school governor, dealing in finances and the teaching of maths and science.
- 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**.

COMPETENCES

- Enthusiastic communicator who fosters positive and effective relationships within a PMO and with its stakeholders. I can bring together disparate 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.
- Extensive experience of developing and 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.
- 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.
- 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.
- 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.

PROFESSIONAL HISTORY

PMO MANAGER AND SENIOR PROGRAMME MANAGER, BOWERS & WILKINS (PART OF MASIMO SINCE FEB22) REMOTE

APR21-NOW I created the UK PMO from scratch, and since managed it, by recruiting the project managers and devising the ways of working (the main processes and tools used).

I work with the global IT team to spread the usage of Atlassian tools (Confluence and Jira) across the whole of [Masimo](#), as well as as constantly improving how we use them.

I strive to modernise the development and operational processes used within the company beyond the PMO, e.g. quality assurance and operations.

I work closely with the UK engineering director to optimise HR planning and financial controls.

I am the line manager of the project managers, i.e. I coach them, mentor them, appraise them, support them with challenges, assist them with their development goals, allocate them to appropriate projects, administer their time off, and set their salaries.

Other notable achievements to date: managing the development and launch of the [800 Series Signature](#) range, and managing the study phase of the [Pi8/Pi6](#) true wireless earbuds..

PMO AND PROGRAMME MANAGEMENT SERVICES, FREELANCING VIA MY OWN COMPANY REMOTE

I carried out cross-functional portfolio/programme management, line management, processes and tools development, issues management, stakeholder management, responses to requests for quotations, contracts review, budget control, system testing co-ordination, and customer support.

JUN15-MAR21 [EKT](#) is a supplier of set-top-box (STB) design and manufacturing services to top-tier telecoms and broadcasters (e.g. Orange, Telefonica, O2 and MTS). The highlight from my work was an advanced STB called [Saorview Connect](#), developed with [RTÉ](#), which 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.

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, most notably O2 and [1&1](#) (both of whom I worked with closely). I introduced new cloud-based 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 product development. 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](#).

DEC03-FEB05 Brought in to successfully manage coms with senior [SONY](#) leadership during a period of quality problems in Nijmegen. Involved many trips to Malaysia to meet the unhappy customer.

MAR02-DEC03 Project management of the then largest IC made by Philips. Lead customer was [SONY](#), who used the IC in the most advanced television (TV) at that time. The IC sold with 100% quality.

AUG00-MAR02 From Nijmegen I led a 20-strong international team to industrialise a novel IC. I was 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, outgoing quality and cashflow. The success led me to being 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 advanced semiconductor device.