

Keara McKinley

Business Consultant

Summary

Versatile, focused, extremely productive Project Manager/IT Business Liaison Professional with B.S. in Industrial Engineering and more than seventeen years successful experience (five of those years with a Big 4 Consulting firm). Includes work with Fortune 100/500 Companies in project management/product development, liaison management, process improvement, vendor relations, and system integration/conversion. Over time, supervised, matrix-managed, and/or coordinated a total of 190 multilevel business and IT professionals. Consistently met contract client and employer objectives and received very high evaluations, plus merit increases. Additionally, performance reviews accentuated exceptional attention to detail and follow-up, client focus, and diplomacy. Highly positive attitude and very committed to thorough, accurate, timely work product.

Experience

Senior Project Manager Contract at Lowe's Companies, Inc.

June 2015 - Present (7 months)

Helping people love where they live

Senior Project Manager (consultant) at Charter Communications

October 2014 - June 2015 (9 months)

Senior Project Manager/U.S. Cellular at Andrew Reise Consulting

March 2009 - March 2015 (6 years 1 month)

Walmart Prepaid Rebrand -Managed the rebrand effort for a product sold through Walmart. Apple® Mobile Device Launch -Led the mobile device launch efforts to all company and exclusive agent locations to maintain competitive with other large wireless carriers. This included 3 mobile phones and 2 tablets and involved oversight of marketing initiatives, engineering and network testing, frontline associate readiness, backend process enhancements, web shopping and fulfillment modifications. Project also delivered full integration with Apple systems. Telecom Billing Conversion Project Manager: -Guided the business process efforts for \$300 million U.S. Cellular® billing system conversion for 5+ million consumer, business and reseller subscribers. Initiative enabled client to maintain competitive advantage to more effectively deploy new products/services, improve account management activities and sales within customer service, retail and web channels and realize \$400 million in business benefits. Project included end-to-end billing system migration from legacy post paid (Amdocs) and prepaid (XIUS) billing platforms to Amdocs billing system, data migration and business process re-engineering activities. Product Technical Support Program -Led the effort to design and build the processes necessary to transform the Customer Service Organization

to promote a consistent customer experience across Sales and Customer Service as it relates to technical support. Alcatel-Lucent AnyPath Voicemail Platform Conversion -Led the enterprise voice mail migration project which involved installation, integration and conversion from two legacy systems to the Alcatel-Lucent AnyPath voice mail platform. Responsible for the customer experience track of work, which entailed designing and executing a customer communication strategy that fostered a seamless conversion for all subscribers. Role also included oversight of the technical and associate experience tracks of work.

Project Manager/Consultant at H&R Block

August 2004 - August 2008 (4 years 1 month)

TaxWorks Acquisition/Integration -Managed several projects to integrate a newly acquired tax prep software company and its products into the H&R Block retail and digital domains. The largest of these integration projects was converting 3500+ retail offices previously using third-party business tax prep software to the TaxWorks product. This involved data conversion, business integration and software enhancement activities. Broadband Rollout -Managed enterprise-wide project to convert 8000+ company owned retail stores from dial-up to broadband. Project enabled massive improvement in office set up efficiencies, saving millions in tax season implementation costs. Responsible for vendor management to establish processes, products and pricing with nearly 100 DSL, cable and wireless broadband providers nationwide; managed 50+ field resources to collect data for order processing and service installation; led internal WHQ team to place orders; and monitored network connectivity for all sites to ensure proper connection was established.

Retail Pilot -Responsible for site selection, facility buildout and office set up for a small retail pilot which targetted 10 new stores in three different metro locations nationwide. Led the effort to identify viable retail space, negotiate lease agreements, manage the construction crews to complete facility buildout/ construction and manage the various vendors to establish utilities and furnish the office spaces to make the offices business-ready.

Project Manager/Consultant at Sprint

February 2002 - August 2004 (2 years 7 months)

Enterprise Web Services -Matrix managed multiple web development projects simultaneously by using the EDP (Enterprise Development Process) tool. Facilitated discussions between the business units and IT to gather, document and communicate business, functional and system requirements for the development staff Telecom Billing Conversion -Guided the data management effort for \$600 million Sprint PCS billing system conversion project for 15 million North American business/consumer customers. Project entailed data system conversions to internalize outsourced billing to eliminate legacy system errors, save PCS \$millions in monthly costs, provide PCS products/services more efficiently, and enhance customer care. -Analyzed Sprint's PCS billing system conversion strategy and assessed potential impact of every aspect of conversion on customer experience. Evaluated impact throughout customer business units and for all customer contact ("touch") points, including retail store, web site, billing inserts, customer service, interactive automated phone system, and call routing. Successfully redirected strategy during planning process to eliminate or mitigate possible customer care disruptions.

Consultant, Sprint at Accenture

March 1997 - February 2002 (5 years)

Sprint PCS/Telecom Billing-IT Requirements -Managed project to gather, document, and prioritize IT/Business requirements for PCS billing system conversion applications. Included the Message Acquisition and Formatter (MAF) application, the Message Processing System application, and the error management application. Project-managed 30 multilevel, internal/external personnel. -As liaison between PCS and vendor, Amdocs, communicated strategic intent, defined requirements, and resolved issues relating to billing system implementation. Managed vendor relations, potential billing project schedule risks/impacts, and quality assurance for on-time delivery of PCS' billing requirements. Sprint PCS/Telecom 3G Network - Created the comprehensive start to finish testing strategy for upgrading PCS' wireless communication third generation (3G) network infrastructure. Interfaced as liaison among IT, network resources and PCS business units, coordinating with 15 managers and staff. Streamlined communications enterprise-wide, resulting in more efficient testing. Sprint PCS/Process Improvements -Coordinated 10-member team to analyze Sprint PCS' management process for creating, developing, and implementing marketing-driven phone calling plans. Proposed a solution that stream-lined process and significantly expedited decision making and price plan implementation. SprintPCS Product Launch -Managed project status and other PMO activities during the launch of Sprint's PCS network/product offering. Sprint Long Distance/ION Business Analyst -Led team to create test planning/preparation procedures for system, integration, regression and product test phases for Sprint's ION provisioning (work order generation) system. Created product test plans and managed the provisioning test execution team through all phases of testing with system development and application teams to test enterprise-wide systems and resolve problems, resulting in successful release.

Skills & Expertise

Telecommunications

Program Management

Business Process Improvement

Process Improvement

PMO

Management

SDLC

Management Consulting

Business Process

Strategy

Outsourcing

Enterprise Software

Integration

Analysis

Project Portfolio Management

Vendor Management

Testing

Quality Assurance

Business Intelligence

Education

University of Missouri-Columbia

MS, Industrial Engineering, 1992 - 1996

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[Contact Keara on LinkedIn](#)