

Karen Phillips

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PROFESSIONAL EXPERIENCE

BIOWARE Austin, TX 4/2011 to 7/2012

BioWare is a studio of Electronic Arts Inc. a leading global interactive entertainment software company.

Project Manager (Development Manager) – Star Wars: The Old Republic

- Managed team development cycles, including design, requirement analysis, task definition, talent assignment, capacity planning, development, and testing. Collaborated with multiple groups to define project goals, priority, scope, quality, and timeframe.
- Created milestone schedules that were compatible with team workflows using both agile and waterfall methodologies. Tracked status for 35 artists, designers, programmers, and writers.
- Improved workflow pipelines for cross disciplinary deliverables making it easier for team members to understand task dependencies.
- Facilitated work sessions with cross functional product owners and stakeholders to create plans for desired technical solutions.
- Conducted regular risk assessments and mitigation follow-up. Facilitated milestone retrospective meetings to improve process and team performance.

INVESTORS ALLIANCE Austin, TX 9/2008 to 4/2011

Investors Alliance is a commercial real estate company.

Executive Assistant to the President

- Accounting for four business entities including AR, AP, reconciliation, payroll, and monthly reporting.
- Provided support to the President including organization, marketing materials, research, and personal assistant responsibilities.

D.R. HORTON Austin, TX 7/2009 to 4/2011

D.R. Horton is a national home builder.

Land Development Assistant

- Provided support to the Vice President of Land Development including market research reports, land deal presentation books, and organization.

MILLIONS OF US Sausalito, CA 8/2007 to 6/2008

Millions of Us is an advertising agency.

Office Manager / Executive Assistant to the CEO and President

- Provided support to the CEO and President including calendar management, domestic and international travel arrangements, and correspondence.
- Office Management including coordination of office space planning, facilities maintenance, purchasing, and security coordination.

MORGAN STANLEY San Francisco, CA 5/2006 to 8/2007

Morgan Stanley Investment Management provides investment strategies for institutional investors.

Executive Assistant to two Executive Directors

- Coordinated extensive domestic and international travel, calendar management, expense processing, correspondence, presentation books, and client reports.

Karen Phillips

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EXPONENT Menlo Park, CA

7/2004 to 5/2006

Exponent is a leading engineering and scientific consulting firm.

Administrative Assistant to Vice President and nine engineers

- Provided support to Vice President and nine engineers including calendar management, travel, expense processing, accounts receivable management, correspondence, report preparation, client relations initiatives, and purchasing.

ETS-LINDGREN Cedar Park, TX

9/2000 to 4/2004

ETS-Lindgren specializes in the manufacture of electromagnetic testing equipment and facilities.

Technical Writer and Graphic Designer

- Developed a body of knowledge comprised of over one hundred and fifty technical manuals. Responsibilities included creating and revising technical documentation, and providing custom system manuals for large projects.
- Participated in team product design process providing manuals, product markings, meeting minutes, and project scheduling.
- Negotiated contracts to reduce cost and improve quality for manuals and product markings.

THINKLINK CORPORATION San Francisco, CA

11/1999 to 4/2000

ThinkLink was a start-up voice over IP (VOIP) communications service provider.

Technical Support Specialist

- Trained and mentored staff to ensure quality technical support and customer service.
- Developed test plans and tested product features. Worked with engineers to research and resolve new issues as they were discovered.
- Answered customers' billing, technical, and general questions regarding the service.

FAIR ISAAC AND COMPANY San Rafael, CA

3/1999 to 10/1999

Assistant Product Support Specialist

Fair Isaac is a premier provider of credit scoring, underwriting and loan origination solutions.

- Provided technical support and created software documentation for the loan origination product CreditDesk.
- Tested the product to replicate client issues and provided feedback to developers.

UNIVERSITY OF WASHINGTON Seattle, WA

9/1995 to 2/1999

Computing & Communications at the University of Washington provides central services and resources for the university community.

Computing & Communications Student Lead

- Coordinated with a team of managers and consultants to ensure the help desk was running smoothly. Answered or escalated 500-1000 email messages per day that came to the university's "help" email.
- Planned and facilitated week long staff orientations including workshops, meetings, and social events. This included coordinating 120 customized schedules for the week to meet the individual training needs of employees.

SOFTWARE

Microsoft Office, Word, Excel, PowerPoint, Access, Outlook, Visio, Project, DevTrack, Hansoft, Jira, Perforce, Corel Draw, and Photoshop

EDUCATION

B.S. Organizational Behavior and Leadership – University of San Francisco 2009 - GPA 3.65

Landscape Architecture – University of Washington 1994-1999