**JAMIE (EMMA) FOSTER**

[LinkedIn Profile](https://www.linkedin.com/in/jamie-emma-foster13/)

Greater Seattle Area, WA • (253) 224 6054 • [emmaafoster13@gmail.com](mailto:emmaafoster13@gmail.com)

**IT PRODUCT/PROGRAM MANAGER**

A solutions-driven program manager with 5+ years of proven excellence in managing fiscal information, technology, marketing, and data projects in the information technology and education industries. Excels in leveraging expertise and experience in agile methodologies to evaluate and optimize operational procedures, thereby driving increases in productivity and efficiency that achieve strategic organizational goals. Adept at providing exceptional client support and in building a goal- and improvement-driven working culture.

**AREAS OF EXPERTISE**

Organizational Leadership | Strategic Planning | Program Management | Business Intelligence | Community Outreach | Database Administration | Product Management | Agile Management | Marketing Management | Scrum Methodology | Business Analytics | Lean Project Management | Customer Engagement | Database Management Systems (DBMS) | Sprint Software Development | Data Visualization Development | HTML5 & CSS | AI & Machine Learning | SQL and Azure intigration | Smartsheets, MS Project, Jira, ServiceNow

**CAREER HIGHLIGHTS**

* **Won the** **‘Innovation Award - Honorable Mention’** from the Urban Libraries Association as well as the **‘Applause Award’** from the Pierce County Library.
* **Achieved a 4% increase in the gross profit margin at TEKsystems** and managed projects worth $4.5M+ in addition to ensuring the accuracy of client invoices for complex expenses and financials.
* **Streamlined workflow and communication points at TEKsystems** from 400+ to less than 20 per employee in one month by effectively implementing lean processes and communication audits.
* **Reduced the overall task completion time at TEKsystems** **from two months to two weeks** and reduced code break downtime from 50% to 15% by successfully executing escalation and quality assurance testing.
* **Secured a $7.8B line-item budget** for the Pierce County Library by lobbying the state legislature for continued operations.
* **Drove a 400% boost in web traffic to ‘Pierce County Library’ site’s resource pages** and achieved 1K+ enrollments in three months, exceeding the program’s goal of 50 students.
* **Generated $200K in education services savings for the residents of Pierce County** and connected many people to $98M+ in full-service opportunities.

**PROFESSIONAL EXPERIENCE**

**TEKsystems, Seattle, WA**

**Program Manager - Microsoft Conversational AI Apr 2019 to Feb 2020**

Led the machine learning project team while overseeing functional and program management of the company’s seminal technology product as well as cross-functional conversational-AI product development.

* Directed project teams and designed project plans for training, continuity, and contingency development as well as continuing product/process improvement.
* Deployed an MS package to create a playbook with workflows, training, and standard operations procedures for custom coding and development language.
* Reinforced constant change management for an on-site cross-functional staff of varied backgrounds concerning database development, front and backend development, and web design.

**Program Manager - IT Help Desk Jul 2019 to Feb 2020**

Managed the help desk team as a consulting program manager for an area biotechnics company focused on environmental growth.

* Oversaw support technicians, collaborated with the accounts team to influence and expand presence in the vendor system, and provided strategic placement intellect to support account planning.
* Utilized ServiceNow to manage staff and client team leads, and advised customers on industry best practices in regional and global workplaces.
* Developed a strategic plan for client support while encouraging holistic solutions, consulting on loss areas, and prioritizing efficiency levels.
* Supported the removal of a significant loss area that resulted from overstaffing, in addition to advocating the implementation of KPIs and the ServiceNow platform.

**Program Manager Aug 2019 to Feb 2020**

Provided consultancy as the program manager working in line with the IT help desk under the area brand management company.

* Supported client retention by coordinating robust support processes and managing employee offboarding successfully.
* Conducted staffing evaluations and provided support to clients during staff reduction due to budgetary reduction needs.

**Project Manager - SharePoint Online Sep 2019 to Nov 2019**

Initiated a startup project and implemented the Scrum methodology for an iterative SharePoint Online Migration for a biotechnics company in Seattle.

* Collaborated with business stakeholders - including business analysts and system engineers - to coordinate technical/logistic standups, monitor tight deadlines, and communicate statuses.
* Designed and implemented a playbook for business analyst staff in addition to ensuring that information is continuously obtained for an in-depth analysis of the client’s development requirements.
* Supported future competences and efficacies by performing closeout activities and lesson-learning-retrospectives (post-mortem), thereby ensuring that business goals are achieved.
* Developed a best practice document that served as a practice-wide knowledge repository, comprising process templates, site scheduling, communications, and escalation diagrams.
* Established internal best practice recommendations on the implementation of playbooks, a comprehensive risk register, communication rhythms, and Gantt process/schedule charts.

**ADDITIONAL EXPERIENCE**

**English Second Language Instructor** • **Sogang University, Seoul, South Korea** • **May 2017 to Dec 2017**

**Digital Literacy Associate - Microsoft Military Service Program** • **Pierce County Library System, Tacoma, WA** • **Jun 2015 to Jun 2017**

**Digital Collection Consultant - SCC PastPerfect Project Manager** • **Pacific Lutheran University, Tacoma, WA** • **Jan 2015 to May 2017**

**Adult Services Patron Technology Trainer Project** • **Pierce County Library System, Tacoma, WA** • **Aug 2013 to Mar 2015**

**Student Library Employee** • **University of Oregon Learning Commons PDX, Eugene, OR** • **Oct 2013 to Dec 2013**

**Marketing Intern** • **Tacoma Concert Band, Tacoma, WA** • **May 2013 to Oct 2013**

**EDUCATION**

Self motivated large Data Sets Strategy reporting analytical use cases information science business analyst to analyze data business analyst inspire self starter motivated attention to detail influence self motivated

**Master of Science (MS) in Library and Archives** • Emporia State University • Emporia, KS

**Bachelor of Arts (BA) in Music Performance and Voice** • Pacific Lutheran University • Tacoma, WA

**LICENSES AND CERTIFICATIONS**

**PMI Agile Certified Practitioner (PMI-ACP) – Pending**

**Project Management Professional (PMP) – Pending**

**98-364:MTA - Database Fundamentals SQL**

**IC3 GS4 - Computing Fundamentals**

**IC3 GS4 - Key Applications**

**Living Online**

**Microsoft Certified Educator**

**MSOS 2013 : Microsoft Access, Excel, Outlook, Word**

**COMMUNITY INVOLVEMENT**

**Council Member/Treasurer** • Scandinavian Cultural Center - Pacific Lutheran University

**Council Member/Social Marketing Chair** • Scandinavian Cultural Center - Pacific Lutheran University

**Membership Email Coordinator** •St. Andrews Scottish Society of New Mexico

**Entertainment Co-Chair** • Rio Grande Valley Celtic Festival and Highland Games