

ART FOSTER

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Operations and Supply Chain Executive

Senior executive experienced in operations and supply chain. Process expertise with the ability to manage people, projects, and products effectively. Strong customer facing skills honed by years of Marketing and Sales support. Skilled in change management and achieving buy-in from the C-Suite level to production. A collaborative problem solver drawing from experiences in several industries and departments.

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|--------------------------|---------------------------|-------------------------|-----------------------|
| • Operations Management | • Team Leadership | • Project Management | • Change Management |
| • Customer Facing Skills | • Budgeting / P&L | • Strategic Planning | • Process Improvement |
| • Financial Analysis | • Application Development | • Multi-Site Management | • Agile and Waterfall |
| • Leveraging Technology | • Business Analyst | • Reengineering | • Product Manager |
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PROFESSIONAL EXPERIENCE

RYDER LOGISTICS, Novi, Michigan

03/2016 – 01/2017

Sells logistics software to all industries.

Account Manager / Project Manager

Managed a book of 35 customers and determined required logistics software changes using customer facing skills; managed project to deliver changes including design, development, and QA in an agile environment

Achievements:

- Contracted to improve automotive & Industrial vertical customer service score from last in country to upper 50%. Completed contract by meeting goal in 9 months using superior customer facing skills
- Took ownership in stalled project for Daimler Truck NA. Met critical deadline and came in \$140K under budget
- Managed trucking company EDI database.

HARMONY SYSTEMS, Columbus, Ohio

08/2015 – 12/2015

Provides business software to manage Medicaid billing and information flow.

Senior Technical Consultant

Led Phase 2 of large Medicaid installation. \$3M project to interface eligibility, billing and payments from Accenture and HP and deliver data to web portal. Stationed in State of Ohio Medicaid office.

Achievements:

- Managed 5 developers in Agile environment while performing as Project Manager and Business Analyst
- Brought Phase 2 to compliance with all technical and functional requirements.
- Billed State of Ohio \$1.2M, ahead of schedule

JPMORGAN CHASE, Dublin, Ohio

09/2014 – 08/2015

International financing and banking institution.

Program Manager in CCB Space

Established Key Performance Indicators (KPIs), vetted accuracy, and delivery of meeting deck to CIO for weekly Senior Executive meeting. Deck was then stored as an artifact for government regulations

Achievements:

- Generated \$400k in annual savings by automating the KPI process
- Managed 3 weekly cross functional teams regarding project schedules, estimated completion, and KPI data

VERTEX SYSTEMS, Westerville, Ohio

03/2010 – 06/2014

Software company that develops and delivers enterprise information management solutions for rehabilitation agencies.

Director of Operations

Hired to change corporate culture of small software company to be customer-centric by changing customer service processes, implemented Agile, designed new software and made products more intuitive.

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Achievements:

- Managed development and professional services departments 2 direct and 14 indirect associates
- Created and executed strategic plan to create new customer-centric culture, including
 - Hiring new development and professional service managers
 - Implementing agile development process
 - Reengineering training and customer service techniques
 - Raising QA from a step in the SDLC to a full department
- Saved key 5 customers prepared to leave AND garnered on average 50% increase in software sales to these previously disgruntled customers. Used effective customer facing skills and made software more intuitive.
- Created new Medicaid billing engine to replace existing rendered obsolete by release of HIPAA 5010. New billing engine was integrated into ERP, included EDI, and auto payment posting, certified in 10 states.
- Spearheaded custom inventory system that became Vertex's largest single sale. Performed Business Analysis, researched base software, designed customization, sourced a contractor and implemented project.
- Collaborated with customer to design tablet application tracking worker assignments, key production data and created Medicaid billing. Tablet became #1 selling company product in first year.

ANDERSON NEWS COMPANY, Knoxville, Tennessee

09/2001 – 03/2009

National magazine and book distributor servicing 18,000 retail outlets with sales exceeding \$1B.

Director of Purchasing, Invoicing and Allocation

Promoted to centralize billing and purchasing and manage new corporate department. Became product manager for invoicing, purchasing and allocation, responsible for SDLC and presenting to suppliers and customers.

Achievements:

- Managed a \$2M budget and a department that grew to 42 associates, six direct reports and seven off-site
- Centralized invoicing process saving \$1.5M in headcount reduction. The process was improved by new management, relocating the department, developed new software and reengineered invoicing processes
- Changed purchasing process to save \$500K annually while increasing margins dollars \$10M. Created pods consisting of a buyer, analyst and admin whose priority was customer metrics and sales support.
- Assigned to be operations liaison for Wal-Mart responsible for goal alignment and problem resolution. Held this position concurrent with department management.
 - Achieved industry first scan-based inventory replenishment
 - Created Store specific product templates leveraging consumer segmentation of all 18,000 retailers
 - Supported the transition to pay-from-scan. Certified company DSD process to define shrink

ANDERSON NEWS COMPANY, Knoxville, Tennessee

12/1999 – 09/2001

Director of Corporate Allocation

Managed corporate allocation department charged with creating a centralized process to manage the allocation choices in 18,000 retailers for 3,000 SKU's and worked with sales department to support their customers' goals.

Achievements:

- Managed six direct reports (two off-site) and an annual budget of \$1M
- Hired to design new allocation system integrated with demographics called Optimal Product Assortment (OPA). OPA was a \$5M 2-year project that allowed for consistent allocation decisions based on proprietary algorithms
 - OPA improved processes while saving \$3M in labor across 140 locations
 - OPA boosted sales 2%, and cut handling costs 5% by improving handling efficiencies
 - Trained 450 associates and 150 managers on using software
- OPA project success was set in motion by a communication plan including a self-testing certification process. This plan readied 600 associates teaching vocabulary, concepts and processes.
- Performed as a Business Analyst for all customer and supplier input and insight.

CAREER NOTE: Additional experience includes roles as Director of Operations and Vice President of Corporate Operations – SCHERER / UNITED MAGAZINE. Details available upon request.

EDUCATION / CERTIFICATIONS / TECHNICAL SKILLS

Bachelor of Science – Business Administration and Human Resources – Franklin University
MS Office Suite • Visio • MS Project • Clarity Software • White Belt Certification