**EDWARD FOSTER, MBA, PMP, PMI-ACP, CSSBB**

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**IT Agile Project and Operations Manager – Build, Run, Improve, Rescue**

Proficient IT Project and Operations Manager with over twenty years experience in diverse organizations designing, building, running, and improving IT operations. Recognized for success in managing projects ranging to $60 million and teams of over fifteen members. Specialize in representing business requirements in systems design and implementation. Noted for analytical expertise, problem solving abilities, team building, and communications fluency. Skills honed as Navy Officer; retired as Lieutenant Commander with three Commendation Medals. Currently serving as Vice President of Finance for local Project Management Institute chapter ([PMI-CVC](http://www.pmicvc.org)). Additional detail available at [edwardfoster.com](http://edwardfoster.com/)

Agile Project Management & Tracking • Business & Systems Analysis • Workflow Design & Reengineering

Certified Six Sigma Black Belt • Certified Lean Sensei • ITIL Foundation Certification

Team Leadership & Management • Operations Management • Management Reporting & Governance

Requirements Gathering & Analysis • Solution Design & Architecture • Data & Financial Analysis

**Career Highlights**

* Rescued foundering Virginia $60,000,000 Medicaid Management Information System (MMIS) system development and implementation project. Managed team of 17 in State management of project.
* Led replacement of population health management system for Virginia Premier used by over 800 persons that included 16 redesigned workflows, covered over 265,000 lives, and converted over 2 years of legacy data.
* Managed development and customer approval of 29 operations manuals deliverables for North Carolina MMIS development effort. 38,000 hour project completed on-time and within budget.
* Managed Navy supply system replacement at 12 domestic and overseas naval air stations. Project involved stakeholders from 25 commands. Saved $1,000,000 per year. Awarded Naval Commendation Medal.
* Guided growth of start-up HMO from 0 to 45,000+ members in 8 months as Enrollment Director.
* Developed systems that reduced monthly report cycle time from 2 weeks to 1 day as Information Systems Manager for a New York City hospital.

**Professional Experience**

**Virginia Premier Health Plan**, Senior Project Manager, 2018 – Current

Lead project manager for replacement of corporate population health management system

* Implemented the ZeOmega Jiva population health management system that required:
  + Redesign of 16 workflows covering over 265,000 lives in 4 lines of Medicaid and Medicare business
  + Conversion of 2 years of legacy member, provider, authorization, and claims data.
  + Training of over 800 users, both employees and subcontractor staff.
* Led rehosting effort for Corporate website from a self-hosted architecture to WPEngine.

**Federal Reserve Information Technology**, Project Manager, 2017 – 2018

Consultant assisting with contract oversight of vendor project implementing Service Management Automation and Delivery as well as review of Treasury Systems Division organizational structure.

* Part of 3-person team from Summit Information Solutions brought into to oversee vendor project. Enabled successful implementation through use of agile project methodologies.
* Team also performed organizational structure and processes review of Division as add-on assignment for incoming Executive Vice President of Division.

**University of Virginia Medical Center**, Workflow Improvement Project Manager, 2015 – 2016

Contract consultant assisting Departments of Radiology and Laboratories with implementing project management methodologies and workflow process improvements

* Implemented visual project management tracking system (Trello) for Department of Radiology that enabled better management visibility and oversight and team communications and coordination.
* Led team of process analysts that documented Laboratory (Surgical Pathology, Histology, Cytology) workflows that supported successful implementation of new specimen tracking and results reporting systems.

**Magellan Health Systems**, Systems Analyst Project Manager, 2014 – 2015

Contract consultant assisting with implementation of the Arkansas Pharmacy Benefits Management system

* Managed over 400 action items, project status updates, and bi-weekly interface meetings that facilitated successful implementation of system.
* **Authored 14 project documentation** deliverables for project including methods, procedures, plans, models, blueprints, and services resulting in payment for these contractual artifacts.

**Computer Sciences Corporation (CSC)**, Business Architecture Project Manager, 2009 – 2013

Manager for operations workflow development function of North Carolina MMIS project.

* Managed 14 operations analysts and technical writers that authored operations manuals for system for use by fiscal agent personnel in operations phase. **Effort budgeted at 38,000 hours; project completed on-time and within budget.** Addressed over 600 requirements from North Carolina RFP. **Negotiated development and customer approval of 29 deliverables with State and CSC staff.**
* Managed nine programmer analysts that documented and developed over 60 use-case workflow requirements for automated workflow development using Pega (COTS workflow management package).
* Organized and operated initial change management process for project. Sole operations resource for first six months. Processed over 130 change requests in this time.
* Led joint State-CSC effort to secure Centers for Medicare and Medicaid Services (CMS) certification of new MMIS during 18 months. Documented responses to over 500 system review criteria on certification checklists.
* Led operations transition function during system implementation resulting in successful system launch.

**Affiliated Computer Services (ACS)**, Senior Systems Development Specialist, 2008 – 2009

Provided Medicaid MMIS expertise to Solutions Delivery Group of Corporate Government Healthcare Solutions (GHS) Division.

* Lead Solutions Delivery knowledge expert for MMIS certification requirements mandated by CMS.
* Organized employee review program for 275 person department.
* Part of winning team that assembled response to Virginia RFP for MMIS takeover.

**Military Health System Clinical Information Technology Program Office**, Systems Engineer, 2006 – 2008

Advised Military Health System on technical issues involving electronic health record (EHR) information sharing between Department of Defense and Department of Veterans Affairs clinical systems

* Provided expertise on following domains: Service Oriented Architecture (SOA), Enterprise Architecture, Clinical Data Architecture (CDA), Health Level 7 (HL7), and medical terminology practices (SNOMED, LOINC)

**North Carolina Office of MMIS Services**, Project Management Consultant, 2005 – 2006

Recruited to support North Carolina in development and implementation of state MMIS system. Worked for head project manager in Project Management Office (PMO).

* **Performed quantitative analysis on vendor’s project plans and authored paper used by the State as the basis to rebut vendor’s financial claims against State for project overage.**
* Oversaw State efforts that resolved over 3800 issues associated with development effort.
* Managed State efforts that assessed over 1500 legacy system changes for design impacts on new system.
* Led State effort that created and presented four-day design overview given to an audience of over 150.

**Navy Automatic Identification Technology (AIT) Office,** Project Manager, 2004

Recruited to manage introduction of Radio Frequency Identification (RFID) into Navy’s supply chain.

* **Built passive RFID costing model for Navy covering 10-year, $152 million deployment plan.**

**Virginia Department of Medical Assistance Services (DMAS)**, Project Manager, 2000 – 2003

Recruited to assist Virginia Medicaid agency management of failing MMIS development effort. Key member of executive management team that oversaw development and implementation.

* **Constructed overall project plan covering system development, testing, and implementation that enabled State to monitor project progress, solve schedule-related problems, and assess contractor performance.**
* Managed team of 17 consultants in overall DMAS management of project.
* Advised DMAS management on oversight issues related to project status and contractor performance.
* Created and maintained status metrics, charts, and graphs for ongoing project management.
* Made presentations to DMAS Director and authored correspondence for DMAS Director’s signature. Prepared periodic and as-needed project reports for Governor’s Office, Secretary of Health and Human Resources, Centers for Medicare and Medicaid Services, and State Department of Technology.
* Led team of three specialists in risk management and quality assurance efforts.
* **Credited with rescuing foundering $60,000,000 project.**

**Naval Supply Systems Command**, Project Manager, 1996 – 1999

Recruited to manage supply system transition of 12 domestic and overseas naval air stations from standalone systems/operations to systems/operations partnered with regional naval supply centers.

* Conducted Business Case Analysis (BCA) covering costing, feasibility, and alternatives analysis. Sold recommendations to management.
* Led teams in software and operations redesign, data conversion, and site implementation efforts.
* Managed working group meetings. Arranged and moderated executive steering committee meetings.
* Coordinated project through extensive interaction with stakeholders from 25 commands.
* **Saved Navy estimated $1,000,000 per year. Awarded Naval Commendation Medal for results.**

**HealthFirst Health Plan**, Enrollment Director, 1993 – 1996

Recruited by top executives to be enrollment and information services director for start-up Medicaid HMO.

* Launched enrollment department. Designed and implemented system. Recruited and managed staff of seven in entry of membership enrollment and eligibility data and reconciliation with city, county, and state agencies.
* Advised company management on all membership and enrollment issues. Specific focus on relationships with Marketing, Member Services, and Finance Departments.
* Created Medicaid recipient and provider databases through scanning and optical character recognition and performed data mapping for company using MapInfo (geographic information system).
* Designed and programmed interface to state online enrollment system with Clipper. System increased membership acceptance ratio and provided detailed marketing activity reports.
* **Guided growth of plan membership from 0 to over 45,000 members in first 8 months of operations.**

**Education and Certifications**

* **Master of Business Administration (MBA) in Finance,** New York University, New York, NY
* **Bachelor of Science (BS) in Computer Science,** Rensselaer Polytechnic Institute, Troy, NY
* **Project Management Professional (PMP), Agile Certified Practitioner (ACP),** Project Management Institute (PMI)
* **Certified Six Sigma Black Belt, Certified Lean Sensei,** Villanova University
* **ITIL Foundation Certification in IT Service Management,** EXIN