

Benjamin Foreman

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Overview

AI innovation leader with proven expertise in enterprise-scale AI adoption, strategic technology implementation, and cross-functional team leadership. Demonstrated success in driving \$15M+ in operational cost savings through intelligent automation and AI-powered solutions. Passionate about making AI accessible and impactful across technical and non-technical stakeholders while building scalable, user-centric AI products.

Core Competencies

AI & Machine Learning: Transformers, GPT Development, Model Integration, AI Strategy & Adoption

Technical Leadership: Cross-functional Team Management, Technology Strategy, Process Innovation

Development: React, Python, Jupyter Notebooks, JSON/XML, JavaScript, HTML, PHP

Enterprise Systems: Salesforce (Trailblazer Certified), PowerBI, Tableau, Database Development

Communication: Executive Presentations, Technical Translation, Stakeholder Alignment

Data & Analytics: Data Science Workflows, Process Optimization, Performance Metrics

Professional Experience

Director of AI Innovation and Adoption

Amex Global Business Travel | *June 2025 – Present*

- Lead enterprise AI strategy and adoption initiatives across global organization
- Drive development of AI-powered solutions ranging from internal workflow automation to client-facing MCP server architecture

- Manage cross-functional teams and project budgets to deliver measurable AI impact
- Successfully automated multiple service types, created self-service functions, and generated millions in operational cost savings
- Serve as AI evangelist, translating complex AI concepts for both technical teams and executive leadership

Director of Technology Strategy and Optimization

Amex Global Business Travel | *January 2024 – June 2025*

- Spearheaded technology strategy initiatives focused on AI integration and operational efficiency
- **Key Achievements:**
 - Delivered \$12M in operational cost savings (validated by third-party Gartner study)
 - Launched enterprise knowledge chatbot improving employee productivity
 - Developed and deployed Intelligent Virtual Assistant (IVA) for customer service
 - Led email automation project streamlining communication workflows
 - Created proof-of-concept for Model Context Protocol (MCP) architecture
- Collaborated with C-level executives on strategic technology roadmap alignment

Director of Global Efficiency

Egencia (acquired by Amex GBT) | *May 2023 – January 2024*

- Managed global teams responsible for end-to-end service environment strategy for customer operations
- Led critical transition workstreams during Egencia's acquisition by Amex GBT
- **Transition Leadership:**
 - Successfully migrated 5,000+ employees across global operations
 - Orchestrated complete technology stack transition with zero customer impact
 - Closed 27 Transition Service Agreements (TSAs) ahead of schedule
- Developed AI modeling and adoption frameworks for operational improvements

Senior Global Efficiency Manager

Egencia | *February 2020 – May 2023*

- Implemented automated business processes and defined global OKRs for success tracking

- Streamlined regional processes into unified global solutions
- Created centralized knowledge base serving as organizational reference standard
- Drove process improvement and automation adoption across global operations

Service Performance Manager

Egencia | *October 2018 – February 2020*

- Managed relationships with three strategic enterprise clients (\$2B+ annual spend)
- Delivered best-in-class software and hardware support with defined SLAs
- Achieved consistent quarter-over-quarter client spend growth
- Facilitated quarterly and weekly business reviews with C-level stakeholders

Senior Client Success Manager

RealPage | *February 2018 – September 2018*

- Provided client-facing support for enterprise software products
- Implemented policy improvements and defined process ownership protocols

Senior Client Services Manager - Samsung Account

Alorica | *February 2016 – July 2016*

- Led client services team managing Samsung partnership
- Generated \$2M+ in additional annual revenue through relationship expansion
- Implemented process improvements for 2,000+ FTE organization

Education

University of Colorado, Colorado Springs - Computer Science | *2012-2015*

Montana State University - Computer Science | *2010-2012*

Technical Projects & Innovation

- **Custom GPT Development:** Built proprietary GPT models for enterprise applications
- **React Applications:** Developed multiple production React applications for internal tools
- **Data Science Workflows:** Created Python-based analytics solutions using Jupyter notebooks

- **AI Accessibility:** Pioneered approaches for making AI tools accessible to non-technical users

Leadership Philosophy

Expert at bridging the gap between technical AI capabilities and business value, with proven ability to drive AI adoption across diverse stakeholder groups—from technical teams seeking advanced use cases to executives requiring strategic AI integration guidance.