Najse Foster
Business Systems Analyst | Process Optimization Specialist

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Versatile Business Analyst with 8+ years of experience in SharePoint administration, process automation, and systems optimization. Proven ability to deliver scalable, no-code/low-code solutions using Microsoft 365, Power Platform, and Python-based automation. Adept in creating GPT-powered tools for technical writing, documentation, and task automation. Passionate about data-driven innovation, open data standards, and knowledge management within highly regulated and collaborative environments.

AREAS OF EXPERTISE

Process Automation | SharePoint & Microsoft Teams | No-Code/Low-Code Development
GPT-Powered Tools | Metadata Standards & Records Management | Technical Documentation
Open Data Compliance | Power Platform (PowerApps, Power Automate) | SQL & Python Automation
Agile/Sprint Collaboration | Business Intelligence & KPI Dashboards | Stakeholder Communication

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TECHNICAL SKILLS
- **Automation & AI:** GPT API Integration, Python (Pandas, Numpy), Power Automate, PowerApps
- **Platforms:** SharePoint (2010–O365), Microsoft Teams, GitHub, M365 GCC, Tableau, ServiceNow
- **Data & Workflow Tools:** SQL, HTML/CSS, JavaScript, InfoPath, Sharegate, BPMN, Azure DevOps
- **Documentation & Compliance:** FOIA & Privacy Act, Lean Six Sigma, SOP Writing, Metadata Tagging

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PROFESSIONAL EXPERIENCE

AI Solutions Consultant / Process Optimization Specialist
Self-Employed – Austin, TX | *10/2021 – Present*

- Designed and deployed Custom GPT-based tools to automate technical writing, resume generation, and process documentation—reducing manual workload by 70%.
- Developed Python scripts to automate repetitive tasks such as reporting, data parsing, and document organization, saving clients 5–10 hours weekly.
- Created no-code client intake workflows and lead automation using Power Automate + SharePoint, improving follow-up response rates by 40%.
- Built AI-enabled customer support solutions and knowledge libraries to improve information access and reduce support resolution times.
- Constructed SQL dashboards and data visualizations, enabling businesses to make faster, data-driven decisions.
- Consulted with clients in healthcare, real estate, and veteran services, delivering tailored workflow solutions and digital transformation plans.

Lead SharePoint Engineer / Business Analyst
United States Air Force – Various Locations | *10/2018 – 09/2023*

- Architected SharePoint Online systems, managing site structures, permissions, workflows, and knowledge libraries for 500+ users.
- Built custom PowerApps and automated approval flows, reducing manual bottlenecks by over 35%.
- Trained stakeholders and business units on collaboration and data handling using Microsoft Teams and SharePoint.
- Created technical SOPs, audit documentation, and operational standards in alignment with federal compliance requirements.
- Conducted internal assessments and sprint-based feature rollouts with IT and operational leads.

Business Analyst / Knowledge Manager
United States Air Force – Spokane, WA & Bagram, Afghanistan | *09/2015 – 09/2018*

- Maintained SharePoint infrastructure, applying security best practices, user access control, and metadata taxonomy.
- Developed automation scripts in PowerShell to support data migration and cleanup, saving hundreds of hours in admin time.
- Created an online passenger pre-check system, reducing wait times by 60 minutes per user and saving 37,000 hours annually.
- Led asset tracking optimization for over $50M in equipment, enhancing real-time visibility and compliance documentation.

PROJECT HIGHLIGHTS

AI Resume Generator (GPT-Based)
- Developed a chatbot assistant to streamline resume formatting and keyword alignment for job seekers using OpenAI tools.

Retail Forecasting Model (Academic Project)
- Built an ML model using Python and Tableau to predict sales trends, improving forecast accuracy by 30%.

SQL-Based Inventory Tracker
- Created a scalable SQL database for 1M+ records with automated data validation and retrieval functionality.

EDUCATION & CERTIFICATIONS
M.S. Information Systems and Business Analytics *(Expected May 2025)*
Park University – Parkville, MO
B.S. Computer Information Systems
Park University – Parkville, MO
Lean Six Sigma Green Belt | Credential ID: 42c52c9c3a0ca291aaae5ba6e128c0b0
FOIA / Privacy Act Training | U.S. Air Force IMSC
Cloud+ (In Progress) | Syracuse University
Custom SharePoint Foundation | New Horizons Learning Center