

NAJSE FOSTER

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PROFESSIONAL SUMMARY

Results-driven Program Manager with over eight years of expertise in Records Management, specializing in compliance, internal auditing, and process improvement. Proven ability to oversee large-scale records programs, manage Freedom of Information Act (FOIA) requests, and administer training to enhance team proficiency. Adept at leveraging technologies such as FOIAXpress, SharePoint, and Adobe Acrobat Pro to ensure operational excellence and compliance with federal and state regulations.

PROFESSIONAL EXPERIENCE

United States Air Force

Colorado Springs, CO

Knowledge Management Supervisor | Program Manager, Records Management

October 2018 – September 2021

- Led portfolio for **Privacy Act, FOIA, Publications & Forms, Records Management, and SharePoint**; governed **8,000 personnel across 32 units**, set SLAs/KPIs, and enforced DoD/DAF policy with standardized operating models.
- **Records Management authority**: architected **business-needs-driven information architecture** and a **single authoritative records location**; decommissioned **12** non-compliant shares, enforced **AFRIMS/NARA** disposition, standardized transmittal/destruction, and remediated **6.4 TB** of ROT content.
- Streamlined the retrieval and processing of public records under the Public Information Act (PIA) using FOIAXpress for request tracking and Adobe Acrobat Pro for redactions, reducing processing time by 25% and achieving 100% compliance.
- Developed and implemented comprehensive records retention programs across multiple duty stations, leveraging SharePoint, Microsoft Teams, and TRIM, achieving a 100% compliance rate during internal audits.
- Traveled to conduct inspections and audits on records management programs, ensuring adherence to federal and DoD standards and providing tailored training to enhance team performance.
- Oversaw over 500 FOIA requests annually, utilizing Adobe Premiere Pro and Photoshop for redactions and ensuring confidentiality under CJIS guidelines.
- Designed and delivered training programs on records compliance and system proficiency, increasing staff efficiency by 40% and minimizing operational errors.
- Successfully built senior-level business relationships and facilitated conversations at all levels, including the C-suite.
- Managed end-to-end deliverables, balancing competing needs and priorities, ensuring a smooth transition of 100+ forms to SharePoint Online.
- Constructed an IT Asset Management solution, drove real-time inventory status for 402 accounts and managed equipment fortified tracking for \$54M in Command-and-control assets, created and maintained a SharePoint website.
- **SOP author & MAJCOM (Major Command) gate reviewer**: implemented **SharePoint Lists + Power Automate** workflow (submission→SME→legal→publish/retire) with immutable versioning; **authored federal SOPs** to AFI/AFMAN/DoDI standards; reduced backlog **62%** (from 158 to 60) and cut approval time **from 34 to 12 days**.

United States Air Force

Bagram, Afghanistan

Knowledge Management Supervisor | Program Manager, Records Management

October 2017-May 2018

- Led portfolio for **Privacy Act, FOIA, Publications & Forms, Records Management, and SharePoint**; governed **8,000 personnel across 32 units**, set SLAs/KPIs, and enforced DoD/DAF policy with standardized operating models.
- Managed over 300 SharePoint pages for 30 units across five FARMs on four separate DoD networks in a deployed location, improving information access and collaboration by 25%.
- authored and managed **Cyberspace Infrastructure Planning System** packages for SharePoint/network changes; coordinated change windows and post-implementation validation; achieved **100%** configuration control.
- Provided SharePoint training to over 100 personnel in a deployed location, enhancing their efficiency in managing digital records and ensuring compliance with DoD standards.
- Owned, verified, and maintained compliance for approximately 14 TB of data and 30 TB of media across three separate DoD networks in a deployed location, reducing data discrepancies by 15%.
- Served as Base Records Manager (BRM) for the Wing in a deployed location, overseeing 119 offices of record and 115 records professionals, achieving a 98% compliance rate in records management.
- Handled knowledge operations in a deployed location, including processing over 50 FOIA requests and composing/editing 20 Wing-level procedural documents.
- Oversaw Wing postal operations in a deployed location, delivering approximately 315,000 pounds of mail to 30 units, improving delivery times by 10%.
- Provided Tier I - III support in a deployed location, resolving 95% of technical issues on first contact and implementing process improvements that reduced ticket resolution times by 30%.
- Worked as a Business Analyst in a deployed location, applying business analyst principles to streamline processes, resulting in a 30% increase in operational efficiency.
- Contributed to SaaS projects in a deployed location, leading to a 45% improvement in customer satisfaction through better service delivery and user experience improvements.
- **Privacy Act lead**: implemented PII inventory, breach playbooks, and access logging on **M365**; embedded **PIA/SORN** evidence packs and role-based access via **Azure AD** groups; reduced legal rework **~30%**; passed IG with zero high findings.

United States Air Force

Spokane, WA

Knowledge Management Supervisor | Program Manager, Records Management

September 2015-October 2017

- Led portfolio for **Privacy Act, FOIA, Publications & Forms, Records Management, and SharePoint**; governed **8,000 personnel across 32 units**, set SLAs/KPIs, and enforced DoD/DAF policy with standardized operating models.
- Orchestrated the Global American Society for Nondestructive Testing project, coordinating 10 IT taskings for Advanced Extremely High-Frequency satellite messaging tests, culminating in the successful preparation of the first site for the \$1.5M NC3 system within the \$775M program, significantly enhancing communication capabilities.
- Led the implementation of the F-16 maintenance tracker and routed 11 mission assurance shortfalls, enabling 2,000 combat sorties and 650 kills by creating a secure SharePoint site for communication between stakeholders and pilots.
- Launched and led the development of Air Force Central's first online passenger pre-check system, reducing wait times by an hour per member and saving 37,000 hours annually using SharePoint O365 and SharePoint Designer.
- Administered a SharePoint farm environment in a production setting, handling 50+ change requests monthly, maintaining system and service performance at 99% uptime, and managing user permissions for 500+ users while deploying security patches with 100% compliance.
- Facilitated continuous maintenance, troubleshooting, and security patching for SharePoint farm and related infrastructure services, achieving 99.9% uptime, reducing system downtime by 30%, and maintaining 100% compliance with security protocols.
- Served as FOIA Manager, executing over 100 time-sensitive requests quarterly, coordinating with stakeholders across multiple Department of Defense agencies, and maintaining 100% compliance with FOIA processing.
- Managed and led a team of 18 technicians in overseeing as the Program Managers to the Wing's 36 SharePoint Site Collections, Privacy Act, Civil Liberties, and Records Management programs, increasing compliance rates by 55% through effective use of Business Analyst and Knowledge Management methodologies.

Park University

Austin, TX

(M.S.) Information Systems Business Analytics | Student Projects

2024 – 2025

- Developed a Python-based grading system, integrating external data via web requests. Ensured 99% accuracy in grade calculations through data cleaning and validation, with robust error handling. Documented functionality, enhancing communication and collaboration among team members.
- Crafted a Python program for postgrad enrollment analysis, achieving 95% prediction accuracy. Utilized pandas for data cleaning and preprocessing, SciPy and Statsmodels for statistical analysis, and Matplotlib and Seaborn for data visualization. Integrated a user-friendly interface and deployed on cloud platforms for scalability.
- Developed a machine learning model using Python, achieving 90% accuracy in retail activity forecasts. Applied Business Analyst methodologies to define requirements, performed data cleaning and preprocessing, and used AI techniques, including Random Forest Regressor, to manage large datasets in alignment with cloud computing studies.
- Implemented a data visualization dashboard using Tableau, applying Business Analyst principles to identify key metrics and trends. Improved decision-making speed by 30% for business stakeholders by providing real-time insights from cleaned and processed data.
- Designed and executed a SQL-based database for a class project, managing 1 million+ records. Employed data cleaning techniques and optimized queries to reduce data retrieval time by 40%, applying Business Analyst methodologies to ensure data integrity and efficiency.
- Conducted a comprehensive data analysis for a case study, using Business Analyst principles to define analysis objectives. Performed thorough data cleaning and validation, identifying key trends and providing actionable insights that increased the project's success rate by 20%.
- Utilized R programming to analyze customer data, employing Business Analyst methodologies to define requirements and clean data. Improved retention strategies and led to a projected 15% increase in customer retention through actionable insights and data-driven decision-making.

EDUCATION | CERTIFICATIONS

Master of Science (M.S.) Information Systems and Business Analytics | Park University | 2025

Bachelor of Science (B.S.) Computer Information Systems | Park University

Associate of Science (A.S.), Business Administration | Community College of the Air Force

Lean Six Sigma Green Belt (LSSGB) | Credential ID 42c52c9c3a0ca291aaae5ba6e128c0b0

Freedom Of Information Act Training | United States Air Force IMSC

TECHNICAL COMPETENCIES

Microsoft Windows, Mac OS, Office 365, Google Drive, SharePoint 2010, SharePoint 2013, SharePoint Online, SharePoint Designer, InfoPath, Microsoft Active Directory, JavaScript, HTML, SQL, Cascading Style Sheets, Python, R, Sharegate, Jira, Microsoft Teams, Zoom, Slack, Power Automate, Power BI, Power Automate, PowerShell, Slack, OneNote, FOIAXpress, TRIM, Adobe Acrobat Pro, Adobe Premiere Pro, Photoshop