

Colby Foster, CSM, PMP

2544 Weddington Ave•Charlotte, NC28204
704-579-5144•colbyfoster7@gmail.com

UX PROJECT MANAGER

EXECUTION•AGILE&WATERFALL METHODOLOGY•FINANCIAL SERVICES
TECHNOLOGY• CUSTOMER EXPERIENCE•DESIGN

Inspiring Project Manager with the proven ability to quickly assimilate new information or technology and “hit the ground running” as an articulate, personable transformation champion. Broad experience delivering technology based projects for the top financial institutions in North America. Diverse expertise in Agile and Waterfall methodology combined with exceptional ability to focus on user experience and design across multiple channels.

Project Description:

*Software Migrations ~Advisory~ Storyboard Creation ~ Design ~ User Experience
Emails ~Web Portals~eSignature~Mobile~ Web-based ~ Tablet ~ Execution*

Banking Industry Technology Proficiency:

Oracle, ALM, MS Project, Visio, FatWire, HTML5, Loan Review, InVision, and Retail Banking Platforms, IBM Rational RTC & RRC

Technology Toolbelt:

Tableau, MailChimp ~UX & UI Design ~ Web Application Design ~Responsive Design ~Prototyping ~Android, User Acceptance Testing ~Animation Graphics ~Requirements Definition ~iOS ~iPhone ~iPad ~Agile and Waterfall methodologies ~Photoshop ~CSS ~HTML

PROFESSIONAL EXPERIENCE

CARLISLE & GALLAGHER CONSULTING GROUP– Charlotte, NC

Leading management and technology consulting firm for 7 of the top 10 financial institutions in North America.

Consultant, Project Manager, UX Designer, Senior Business Analysis

2013 – Present

FORTUNE 100 RETIREMENTSERVICESPROVIDER- \$2.65 MM

Aug 2015 – Present

Scope: Digital Transformation, Re-Brand Standards, Design Email Templates and Content, Allign Data Jobs Engine, Metrics Reporting & Analysis.

Challenged to deliver automated emails to high net worth clients. Average account has 3+ members and accounts are not allowed to receive duplicate alerts. Design 16 email templates from scratch. Emails and Landing Pages had to be 100% responsive and optimized for user experience based on feedback, data, A/B tests, customer interviews, and usability testing. I lead a team that has set the standard for online communication and wrote a “playbook” currently used company wide.

- Manage team of 8 to deliver online communications via web, mobile, and iOS app.
- Created month by month storyboard and documented 108 requirements for 2 year schedule and budget.
- Lead Design of email pictures, font specs, colors, and content for over 20 online notification that had to be 100% responsive
- Completed first release in 27 days and systemized process to release 3x more alerts in 2nd release.

FORTUNE 100 RETIREMENTSERVICESPROVIDER –Charlotte, NC

Major financial institution needing branding and design makeover.

Consultant, Sr. Master, Business Analysis

Nov 2013 – July 2015

Merged Web Portal for two major client facing application totaling 71 functionalities

- Designed flow of B2C transfer experience to meet business and technical requirements.

Continued...

FORTUNE 100 RETIREMENT SERVICES PROVIDER – Charlotte, NC ~ Continued

Major financial institution needing branding and design makeover.

Consultant, Scrum Master, Business Analysis

Nov 2013 – July 2015

- Ran daily scrum calls and created necessary reports for senior management. Increased story production by over 300%. Produced an average of 35 stories per week vs 11
- Wrote over 100 user stories that passed development with less than the 1% defect rate
- Researched and created BRDs and FRDs capturing 137 requirements for web merger
- Created templates for all Jr. Business Analysis and onboarding packet to shorten learning curve

TOP 5 U.S. REGIONAL BANK – Atlanta, GA

Major financial institution facing operational challenges after recent merger.

Business Analyst Lead, Late Fee Review Project

Aug 2013 – Oct 2013

In response to customer complaints, the client requested assistance with an independent review of loan history documents for 21,795 loans that were charged late fees during the life of the loan. Initial client estimates indicated that they would have to pay in excess of \$5mm back to customers.

- Completed in-depth review loan history documents for 21,795 loans. Identified 1,816 exceptions, clearing 19,979 – a saving of over \$4mm.
- Lead team of 10 to develop an electronic review and tracking system in a 9 day period.
- Provided files of the offending loans with the invalid late fee totals and a final file for the client’s history of the results of all reviews.

VECTORVEST INC – Charlotte, NC

Leader in technology for stock market investors and brokerage houses

Financial Analyst

2010 – July 2013

Hired directly by CEO when volunteering to help move donated furniture for a local non-profit. I started answering phone calls from customers needed technical help. I consistently delivered world-class customer experience to investors using our software. I prepared and analyzed in-depth financial reports to determine trends and areas of investment opportunity. I ranked #1 in company for long-term “retention” – converted leads into loyal paying customers. I was promoted 4 times due to innovation and performance

EDUCATION & CREDENTIALS

Project Management Professional (Expected March 2016)

Certified Scrum Master, January 2015

Winner, #CitiMobileChallenge in Jerusalem, Israel

Bachelor of Science in Business Marketing

UNIVERSITY OF NORTH CAROLINA AT CHARLOTTE

COMMUNITY INVOLVEMENT

Volunteer: Big Brother, Big Sisters

Volunteer: Men’s Shelter of Charlotte

Volunteer: Friendship Circle, ZABS Place

Member: Charlotte UX Meetup

Member: Charlotte Agile Meetup