

Maggie Foreman

Mesa, AZ (Remote Availability) 

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Proven operations leader with over a decade of experience, both as a client and as a vendor. I create value by driving smoother execution, fostering stronger partnerships, and turning data into actionable strategies.

Skills

- Project leadership & cross-functional support
- Interpreting complex data that drives decisions
- Effective use of AI-assisted workflows
- Process improvement & implementation
- Collaborative ideation with strategy development
- UX/UI consulting and usability testing
- Creative thinking with strong problem-solving
- Clear communication and presentation skills

Experience

2022 - 2025

Manager, Operations Insights/ Church's Texas Chicken

- Used operational expertise to interpret KPI performance using available data
- Presented insights in a collaborative, easy-to-understand way that drove engagement
- Guided above-restaurant leaders to strategically interpret data, leading to behavior change and measurable results
- Supported above-restaurant and cross-functional teams with operational insight and strategies
- Built and maintained strong vendor relationships, improving program quality and execution
- Led vendor partnerships to launch and sustain two major operational programs: third-party audits and guest survey initiatives.
- Implemented internal systems to simplify and streamline tasks and projects that had previously been manual and time consuming.
- Created a one-click Franchise Business Review process, streamlining reporting for operations leaders

2022

National Account Rep/ Metro Fire and Safety

- Coordinate inspections between clients, dispatchers, and technicians
- Quality check invoices and maintain the intricacies of multiple national contracts

2013 – 2020

Director of Operations / NextX

- Implemented technology solutions and provided ongoing consulting to global clients, aligning KPIs, interpreting performance data, and presenting insights

- Managed projects through development, testing and launch of enterprise and SAAS software solutions.
- Shaped client vision and specifications into solutions that produce successful and sustained operational excellence
- Translated requirements into design and functional specifications documents for development teams
- Served as primary coordinator with international & domestic development teams, overseeing iterations, enhancements, and technical troubleshooting
- Improved user experience by creating QA processes and developing training materials that enhanced adoption and ease of use.
- Sustained deep knowledge of multiple client brands, ensuring impactful solutions and continued client success
- Represented the company at client trade shows, providing product education and client support

2006 - 2013

Manager of Operations Excellence / NextX

- Managed client relationships and internal teams to deliver customized software solutions
- Coordinated client requirements and functional specifications to development teams
- Oversaw product testing, training, implementation, and roll outs for global clients
- Provided consulting based on analytics while supporting clients to reach performance goals

Other Employment History

2021

Car Sales Consultant / Carmax

2011 - 2013

Owner and Product Designer / MD Cards and gifts

PRE-2006

Manager Classroom Coordinator / Recollections

Employee Training Coordinator / Cracker Barrel

Technical Skills

- Microsoft Excel and Power Query
- Power Point, Outlook and Microsoft 365 functionality
- Smartsheet & Monday.com (project management systems)

Education and Certification

Certificate of UX Design / General Assembly 2017

General course work in business and marketing/ Tarrant County College