

Kevin Foster

Cincinnati, Ohio

kevin.andrew.foster@gmail.com

<https://fostes.org>

Software Engineer & Healthcare Developer | Transforming Patient Care with Innovative Tech Solutions 🚀 | Leading Teams to Success

Results-driven software engineering leader with extensive experience driving innovation and delivering high-impact solutions for enterprise-level software operations, development, and training. Expert at navigating the high-stakes demands of healthcare practices across diverse specialties, ensuring seamless integration and optimal performance. Adept at leading cross-functional teams to translate complex business requirements into practical, scalable software solutions. Proven track record of fostering innovation, optimizing software delivery processes, and aligning technology strategies with organizational goals to achieve measurable outcomes.

Work Experience

- **Office of the CTO**, NextCare Holdings Inc.
Jun, 2024 - Mar, 2025 (9 months)
Collaborated closely with cross-departmental leaders to drive strategic operational projects, ensuring technology initiatives align seamlessly with overarching business objectives and executive vision. Provided high-level strategic support to the C-suite, translating executive priorities into actionable technology solutions and fostering cross-functional collaboration to enhance organizational effectiveness.
 - Led key technology projects and initiatives aligned with executive leadership's vision, driving innovation and business growth.
 - Facilitated cross-departmental collaboration on technology efforts, breaking down silos to deliver integrated, enterprise-wide solutions.
 - Developed thought leadership content and engaged with operational stakeholders to promote technological innovation and industry best practices.
 - Provided strategic guidance to ensure technological strategies and implementations supported and advanced overall business objectives.
- **Director, Application Development**, NextCare Holdings Inc.
Jun, 2024 - Mar, 2025 (9 months)
Provided technical leadership and strategic oversight for multiple engineering teams, ensuring the successful and timely delivery of software solutions through effective stakeholder collaboration, priority management, and resource allocation. Drove innovation by aligning application development with business objectives and industry best practices.
 - Led and managed high-performing application development teams, fostering a culture of continuous improvement, collaboration, and technical excellence.
 - Defined and implemented development strategies and standards, enhancing software quality, scalability, and maintainability.
 - Collaborated with cross-functional teams to ensure application solutions effectively supported evolving business needs and objectives.
 - Oversaw project management processes, ensuring timely delivery of high-quality software through rigorous quality assurance practices.
 - Mentored development teams through biweekly one-on-one coaching, promoting professional growth and technical skill development.

- Evaluated and adopted new technologies and methodologies, driving innovation and maintaining a competitive technology edge.
- Managed budgets and resources for application development initiatives, optimizing costs while maintaining project quality and delivery timelines.
- **Application Development Manager**, NextCare Holdings Inc.
 Jun, 2019 - Jun, 2024 (5 years)
 Led and mentored application development teams, ensuring alignment of development projects with business objectives and delivering high-quality software solutions. Provided technical leadership and strategic guidance to enhance team capabilities, foster collaboration, and drive continuous improvement across development processes.
 - Provided technical leadership and advisory support for both onshore and offshore development teams, ensuring alignment with best practices and organizational goals.
 - Coordinated weekly cross-department change management meetings, facilitating communication and collaboration across teams to manage and implement software changes effectively.
 - Launched the initial release of a patient/customer-facing mobile application, enhancing user experience and expanding service accessibility.
 - Steered agile development teams, leading scrum ceremonies and ensuring agile practices supported timely and high-quality software delivery.
 - Mentored development teams through biweekly one-on-one coaching, fostering technical growth, career development, and continuous learning.
 - Evaluated, selected, and managed relationships with software partners, optimizing technology partnerships to enhance development capabilities and support business goals.
 - Delegated tasks strategically, ensuring knowledge transfer and skills development across the team to build a resilient and high-performing engineering organization.
- **Developer**, NextCare Holdings Inc.
 Jul, 2010 - Jun, 2019 (8 years 11 months)
 Played a pivotal role in the design, development, and enhancement of NextGen Enterprise applications, leveraging both clinical and IT expertise to deliver high-quality software solutions. Responsible for end-to-end development processes, quality assurance, and continuous improvement of patient user interface templates, ensuring alignment with clinical workflows and business objectives.
 - Implemented an agile change management process and introduced a software Kanban solution, improving cross-departmental workflows and change visibility for core business product NextGen Ambulatory.
 - Scoped and developed a custom C# application to present critical business information to employees prior to accessing core systems. The application is fully managed by medical operations and training teams, enhancing operational transparency.
 - Led weekly planning meetings with medical operations, training, education, and development teams, ensuring coordinated announcements and software deployments across departments.
 - Facilitated weekly sprint meetings with the development team, maintaining agile practices and improving sprint planning, execution, and delivery.
 - Established and maintained a version-controlled environment integrated with change management processes, ensuring all code check-ins were traceable to specific change requests, enhancing code quality and traceability.
 - Designed and built a Ruby on Rails web application to serve as a Master Patient Index, enabling authorized users to search and locate patient information across all business units, addressing a critical organizational need.
 - Led the ICD-10 government mandate transition, designing and executing a custom ICD-9 to ICD-10 conversion process, ensuring compliance with regulatory requirements.

- Developed a C# application for automated Crystal Reports delivery, enabling reports to be distributed via email or file export based on scheduled parameters, reducing manual processes and improving data accessibility.
- Utilized SQL Server and Crystal Reports to extract and analyze atypical data requests, supporting departmental audits and data-driven decision-making processes.
- Collaborated on NextGen EHR ACE (formerly Knowledge Base) maintenance, editing and updating templates to ensure accuracy and alignment with evolving clinical practices.
- Mentored junior developers through the 'watch one, do one, teach one' method, providing continuous feedback and fostering skill development:
 - Guided the development of a C# application for simulating electronically received lab and diagnostics results, enhancing clinical staff training scenarios.
 - Introduced professional documentation practices, reinforcing code documentation standards and use case testing methodologies.
 - Advanced SQL skills from basic queries to complex stored procedures, enhancing data analysis and reporting capabilities.
- Conducted peer reviews and formal design reviews, contributing to robust software quality assurance and release processes.
- Remediated security audit findings, addressing vulnerabilities and enhancing application security posture in compliance with industry standards.
- Integrated medical claims clearinghouse with core practice management software, utilizing secure FTP protocols to ensure reliable and secure data exchange.
- Developed interfaces with laboratory, radiology, and insurance systems using TCP/IP, SOAP, and HTTPS protocols, enabling structured data transmission for demographics, orders, and results.
- Created a custom C# tool for IT support to resolve recurring licensing issues, enhancing user access to NextGen software and reducing downtime.
- Participated in beta testing of new features with advanced end users, providing valuable feedback to inform software enhancements and user experience improvements.
- **Product Developer**, InforMed / SergeMD
 Dec, 2009 - May, 2010 (5 months)
 Sole developer responsible for designing, developing, and deploying web applications that integrated seamlessly with existing customer software services, enhancing healthcare communication and administrative processes. Delivered enterprise-level solutions that improved patient-provider interactions and streamlined administrative oversight.
 - Designed an enterprise web solution for healthcare facilities, enabling secure messaging between medical providers and patients, improving communication efficiency and patient engagement.
 - Developed a web application for administrative monitoring, providing a centralized interface for tracking system and application usage and ensuring secure, single-point access for administrative oversight.
 - Defined and managed project milestones in alignment with statement of work agreements, ensuring timely and successful project delivery.
 - Operated within a version control infrastructure, maintaining code integrity and facilitating efficient development practices.
 - Initiated and conducted internal product demonstrations for stakeholders, equipping them with the knowledge to support and effectively leverage value-added features and functionalities.
- **Software Developer**, InforMed / SergeMD
 Feb, 2007 - Dec, 2009 (2 years 10 months)
 Developed and maintained NextGen templates and Crystal Reports, enhanced system functionality

through SQL stored procedures, performed software upgrades and migrations, and managed client communications regarding software changes. Played a key role in improving system performance, client satisfaction, and operational efficiency.

- Provided top-level, application-specific technical support, resolving complex issues and ensuring high levels of client satisfaction.
- Defined and implemented a process for tracking customer contract utilization, enabling additional revenue generation when development efforts exceeded standard scopes.
- Performed client-contracted quarterly and billable development tasks, delivering high-quality software enhancements in alignment with client needs.
- Designed a SQL job to notify support staff of abnormal application operations, automating a previously manual daily task that involved monitoring up to six applications across 12 servers, significantly reducing support workload.
- Updated software with current versions of ICD-9, CPT-4, patient education, medication, allergy, and drug interaction tables, ensuring compliance with industry standards and enhancing patient care.
- Scheduled and performed routine software maintenance rollouts, maintaining system reliability and minimizing downtime.
- Performed KBM upgrades, patches, and template set conversions, keeping practice templates up-to-date and aligned with clinical requirements.
- Led the implementation of interfaces between NextGen and third-party systems, including reference labs, radiology vendors, and EKG equipment, reducing staffing needs and eliminating manual data entry requirements.
- Communicated effectively with all levels of end users, including front desk staff, administrators, nursing staff, and providers, ensuring clear and effective software usage and support.
- Authored content for the corporate website, promoting the department's professional services and enhancing the organization's visibility and reputation in the market.

- **Technical Support, InforMed / SergeMD**

Jun, 2006 - Feb, 2007 (8 months)

Provided Level 1 technical support for enterprise computer systems and networks, ensuring system reliability and customer satisfaction. Installed, configured, and troubleshooted hardware and software issues, serving as a critical support resource for clients.

- Served as the primary point of contact for customers, delivering prompt and effective technical support while maintaining high levels of customer satisfaction.
- Defined and documented support procedures, publishing processes to the corporate repository, standardizing support practices across the organization.
- Recorded and tracked customer issues using corporate issue tracking software, ensuring accurate documentation and timely resolution.
- Coordinated communications between customers and third-party vendors, facilitating efficient issue resolution and vendor support.
- Managed on-call technical support services after office hours, providing critical support and minimizing system downtime.
- Administered Active Directory, creating and maintaining user profiles and resolving password issues, ensuring secure and efficient user access.
- Remotely managed application servers running critical background processes, maintaining system performance and reliability.
- Conducted site surveys to inventory client hardware, supporting accurate asset management and future technology planning.

- **Computer Engineering (Focus on Computer Science and Embedded Systems), University of Tennessee at Knoxville**

Sep, 2001 - Jun, 2006 (4 years 9 months)

Completed extensive coursework in computer science and embedded systems, gaining hands-on experience in systems programming, software development, and hardware integration. Participated in advanced projects that combined software and hardware solutions for real-world applications.

- Defense Department Contract Software Development (MATLAB): Collaborated with a graduate-level study team to design a software system for border patrol use, enabling the identification of shipping vessels. The project involved advanced algorithm development and MATLAB programming.
- Traffic Simulation System (Assembly & FPGA): Designed and manufactured a small-scale traffic simulation using assembly language. Programmed and burned instructions to FPGA ROM, integrating with circuit board controls to simulate real-world traffic scenarios.
- Systems Programming (C/C++): Completed coursework focused on systems programming in C/C++, utilizing custom public libraries developed by the course professor to build robust and efficient software solutions.

Projects Experience

- [This Resume](#)

Jul, 2022 - Present

A purposeful project with the goal of creating an easily maintainable, yet highly adaptable categorization of my overall corporate experience...

- Format all resume data in a structured manner consistent with JSON Resume schema
- Provide direct links to it from my personal portfolio website
- Seamlessly integrate the JSON data into a fully autonomous system, allowing changes to be tracked in source control, processed by a CI/CD pipeline, deployed to all necessary backend systems.
- Crafted with the assistance of AI technology (ChatGPT) to enhance clarity and impact.

- [Wordle Clone](#)

Jul, 2022 - Jul, 2022

This is a clone of the viral puzzle game, created by Josh Wardle, and now published daily by the New York Times.

- Use a predefined wordlist, randomly select a valid and guessable puzzle for the user to solve.
- Provide hints to the user after each guess based on character location and correctness.
- Celebrate a successful puzzle solution.

- [Client Information Form](#)

Jan, 2018 - Mar, 2025

An enterprise resource planning utility for tracking all B2B contracts and service agreement details.

- Facilitated the conversion from a paper tracked process to a fully electronic system.
- Systematically ingested legacy paper forms using OCR and image scanning to migrate into the electronic system.
- Enabled revision tracking for individual business form changes with a managed approval system.
- Embedded form functionality in the enterprise medical health record system allowing for automating payment adjustments and restricting services to allowables in the B2B agreement.

Skills

- **Frontend**

HTML, JSX, SCSS / CSS / Styled Components, Javascript, React, ReactJS, NextJS, React Native, Android, iOS, Mobile, Ruby on Rails, RoR, C#, WPF, .NET

- **Backend**
Node, Ruby, Python, NextJS, REST APIs, SOAP APIs, Postgres, MySQL, SQL, SSRS, SSIS
- **DevOps**
Microsoft Azure, Azure Devops, Microsoft Web Application, Google Cloud, Continuous Deployment, Continuous Integration, (CI/CD), GIT, Scrum, Agile Methodologies
- **Healthcare**
NextGen EHR, NextGen EPM, NextGen ICS, Template Editor, Rosetta, Mirth Connect, NextGen Share, Surescripts, Interoperability, Crystal Reports
- **Soft Skills**
Manager, Director, Leader, Innovation, Platform, Engineer, Engineering, Hiring, Retention, Mentor, Prioritization, Cross-collaboration

Certificates

- [EHR Certified Professional](#), NextGen HealthCare
Issued on:
- [ICS Certified Professional](#), NextGen HealthCare
Issued on:

Awards

- **Panelist for Inaugural NextGen Excellence in Healthcare Awards 2021** , NextGen HealthCare
- **Finalist, Client Innovation Contest (multiple)** , NextGen HealthCare
- **Client Innovation Contest Winner (2018)** , NextGen HealthCare
- **Time magazine's Person of the Year (2006)** , Time magazine

References

Contact details upon request

- Heather Perry, CFO
- Chris Ulrey, VP of IT
- Christall Padgett, Director of Virtual Health
- Jeanette Anderson MD, Medical Informatics
- Matthew Faiman MD, Medical Director