



SHAWN FOUST

DIRECTOR OF OPERATIONS

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PROFILE

Results-oriented Director of Operations with a track record of driving operational excellence, financial performance, and business growth. Adept at streamlining processes, implementing software solutions, and leading cross-functional teams. Experienced in business consulting, IT management, and project coordination. Strong expertise in website development, system troubleshooting, and client relationship management.

SKILLS

- Adobe Suite (Acrobat, Illustrator, Photoshop)
- Affinity Suite (Designer, Photo)
- Google Suite (Docs, Sheets)
- Microsoft Suite (Excel, Exchange, Powerpoint, Word)
- Bookkeeping (Design Manager, Quickbooks, Studio Designer, Xero)
- Cloud Management (Dropbox, Google Drive, Onedrive)
- Contract Writing
- IT Deployment, Management, Maintenance, & Networking
- Project Management (Asana, Click-Up, Design Manager, Studio Designer)
- Time Management (Clockify, Toggl)
- Website Development & Management

CERTIFICATIONS

- Avira - 2012
- Control4 - 2011
- Gateprotect - 2012
- Hunter Douglas - 2017
- Notary - 2022

ACHIEVEMENTS

As a founding member and treasurer of the Naples Design District, I've been at the heart of its vibrant growth and success. From shaping the district's Master Plan to securing funding for exciting projects, my passion has been to create an inviting and thriving community. By preserving the district's rich history and promoting it as an appealing destination, I've helped attract residents and tourists alike. Together, we've built a close-knit community of independent retailers, artists, and creative professionals in the Naples Design District.

EXPERIENCE

Director of Operations

Lovetto Design & Lovetto Build • Naples, FL • January 2017 - Present

- Co-develop long-term strategy and day-to-day operations with CEO and leadership team.
- Ensure financial performance, systems, processes, procedures, and employee management.
- Lead weekly meetings with the team to align vision and values. Streamline business overhead, develop standard operating procedures, and implement software solutions for efficiency.
- Manage business operations, including accounts payable, accounts receivable, and bookkeeping.
- Perform financial analysis, including profit analysis and preparation of detailed reports.
- Coordinate managers, establish vendor relationships, and mentor direct reports.
- Track leads, sales, and manage client contracts, proposals, and purchase orders.
- Oversee employee management, including recruiting, hiring, onboarding, and performance reviews.
- Liaise with banks, accounting firms, law firms, investment firms, and insurance firms.
- Handle tax filing, collect information for tax returns, and maintain compliance.
- Process payroll, manage employee benefits, and maintain employment records.
- Oversee information technology, security, and marketing efforts.
- Manage maintenance agreements, lease agreements, and contracts.
- Problem-solve with clients, suppliers, and internal staff.
- Coordinate with external parties for wire transfers and expediting orders.
- Maintain employee portal with internal company information and resources.
- Support designers in planning, selections, presentations, and design concepts.
- Supervise projects, ensuring comprehensive scheduling, effective communication with relevant internal and external parties, and overseeing on-site implementation to ensure successful project execution.

Consultant • Developer • Managing Partner

Studio Haideux • Naples, FL • August 2011 - Present

- Meet with clients to assess their internal structure and processes, identifying areas for improvement and implementing solutions to streamline operations, facilitate growth, and increase productivity.
- Coordinate and conduct training sessions with employees to ensure comprehensive buy-in and successful implementation of new processes, software, and procedures.
- Provide comprehensive computer hardware repair services and offer support for wired/wireless networking, remote software maintenance, and troubleshooting.
- Offer remote monitoring services to proactively identify and address potential issues, ensuring smooth functioning of systems and prompt resolution of any technical problems.
- Develop and maintain websites and online stores, performing regular design updates, implementing security patches, and adding new functionality as needed.

EXPERIENCE

Channel Account Manager • IT Manager

Contronex • Naples, FL • January 2012 - January 2017

- Managed daily operations of Contronex internal systems, including setup and maintenance of file and email servers, network infrastructure, websites, online stores, and partner/reseller portal.
- Developed and serviced accounts within the IT hardware and software security channel, overseeing all aspects of ordering and support throughout the day to ensure client satisfaction.
- Provided guidance and support to clients on Avira Antivirus and Gateprotect UTM appliances, ensuring the implementation of effective security solutions tailored to their unique requirements.
- Established and maintained strong relationships with clients, providing service and support throughout the day.

IT Manager

AV Design Consultants • Springdale, AR • February 2011 - October 2011

- Led the management of employee hiring and scheduling for installation and support roles, ensuring the efficient and effective delivery of IT services to both the company and its clients.
- Spearheaded the provision of managed IT services, delivering support to clients and ensuring maximum uptime for critical business systems.
- Employed advanced troubleshooting to diagnose and resolve post-installation programming issues in Control4 home automation systems, ensuring seamless functionality.

Director of Operations

Fusion Data Services • Fayetteville, AR • October 2007 - February 2011

- Advised executive leadership, aligning IT initiatives with organizational goals, and recommending and implementing technology improvements.
- Managed a portfolio of all local business accounts, overseeing remote and on-site support to ensure optimal functionality of workstations, servers, networks, and mobile phones.
- Constructed and sustained computer systems, servers, and networks for small to medium-sized businesses and local residents, offering both remote and on-site support.
- Developed and maintained client-specific websites and e-commerce platforms tailored to meet specifications.
- Deployed, maintained, and established secure server systems, including Active Directory, Exchange, Group Policy Objects (GPOs), anti-virus software, threat management, backup solutions, and network security measures for domain and exchange environments.
- Managed employee hiring and management, project coordination, bookkeeping, and financial administration.