

Matthew Fouts

Program and delivery leader · Retail and ecommerce

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SUMMARY

Project and program management leader who brings cross-functional teams together to solve complex business challenges and deliver strategic priorities. Experience directing initiatives, managing budgets and aligning teams around clear goals and accountability. Seeking a Director-level role guiding strategy, strengthening delivery capability and driving measurable business results.

EXPERIENCE

American Eagle Outfitters

Senior Project Manager (contract)

Pittsburgh, PA

Dec 2021 – Sep 2026

Flexible Fulfillment and Global Inventory Sourcing (Digital Promise & Foundation) teams

- Part of the Flexible Fulfillment team that launched DoorDash Marketplace and TikTok Shop integrations.
- Led agile projects of diverse scope and high complexity: managed the project roadmap, facilitated planning, ran brainstorming sessions, and prioritized projects and features.
- Partnered with stakeholders on workflows, project plans, proofs of concept, operating procedures and training materials for the evaluation and adoption of new processes and technologies.
- Broke large, complex projects into manageable pieces; wrote functional specifications and delivered on schedule.
- Led cross-functional teams through the whole lifecycle, from ideation and pilot to prototype and operationalization, in partnership with developers, architects, QA, data analysts and product managers.

Sutrix Group

Customer Success Director (part-time)

Jan 2022 – Jun 2022

- Provided development resources and new opportunities for enterprise clients including T-Mobile and Elastic Path.
- Wrote statements of work, client presentations and contract terms; acted as the escalation point and tracked customer-success metrics.

Rural King Farm & Home

Lead Technical Project Manager

Charleston, IL

Jul 2017 – Mar 2020

- Project manager on the Magento Commerce (Magento 2 ECE) replatform of RuralKing.com, winner of Magento's 2018 Imagine Excellence Award for Best-in-Class Fulfillment; consulted with the Magento Order Management team to improve the OMS.
- Created and launched Ship-to-Store, expanding from two distribution centers to 60+ stores; conceptualized, developed and deployed Buy Online, Pick Up In Store to more than 110 stores.
- Owned the ecommerce software-development budget, direct reports and evaluations; managed 20+ developers with Trello, Slack, Confluence and Bitbucket, and brought Scrum to the team.
- Moved ecommerce shipping from UPS to FedEx across RuralKing.com with the logistics director.
- Deployed a new search engine, custom filters and pricing and stock rules to raise conversion rates, with the UX team.
- Implemented feedback from Adobe, stakeholders, the ecommerce director and the CEO to follow company vision and resolve critical software issues.

Johns Dental Laboratories**IT Manager**Terre Haute, IN
Jul 2016 – Jul 2017

- Ran VMware as the hypervisor for server management and virtual machines, with Veeam for backup and replication.
- Produced 3D renderings of patients' mouths on a Stratasys Connex 500 and a MotionView stereolithography printer.
- Built a company-wide knowledge portal, workflow processes, a roster database and a ticketing system; modernized servers, databases and Active Directory policy, and consolidated Wi-Fi on UniFi to cut IT labor costs.

Sensortags Inc.**Project Manager**Terre Haute, IN
Mar 2011 – Oct 2016

- Led programming, design and market-research teams on an ecommerce site that grew its client base through search engine optimization and cost-per-click marketing.
- Executed purchasing and risk-management plans to source inventory globally, lowering costs and raising revenue; wrote biweekly inventory reports for executives.

Fouts Ventures**Project Manager**Los Angeles, CA
Jun 2007 – Jun 2016

- Delivered more than 300 client websites and custom software; grew a call-center platform from 4 to 520 users on cloud infrastructure.
- Wrote \$20,000–\$100,000 contracts, technical specifications and timelines; managed domestic and international developers, marketers, writers and analysts.

EDUCATION

M.S., Engineering Management, Rose-Hulman Institute of Technology, Terre Haute, IN 2014
B.S., Engineering Physics (electrical engineering concentration), Rose-Hulman Institute of Technology, Terre Haute, IN 2010

CERTIFICATIONS

Certified ScrumMaster® (CSM) and Certified Scrum Product Owner® (CSPO), Scrum Alliance

RECOGNITION

- Magento Imagine Excellence Award 2018, Best-in-Class Fulfillment (Rural King replatform, as project manager)
- 2006 Indiana state high school chess champion; US Chess Candidate Master; FIDE-rated 2123