

James H. Day III, PMP, CPHIMS

737 Park Manor Drive SE, Smyrna, GA 30082

Mobile: 404-862-4909 | E-mail: jameshday@gmail.com | Website: jimmyday.com

Summary

Passionate, UX-focused customer champion and servant leader with 15 years of business system analysis, process improvement and product ownership experience spanning a plethora of industries including finance, healthcare, news media, retail and travel

Areas of Expertise

Agile methodologies, business and system analysis, enterprise content management & strategy, information architecture, process improvement, product management & ownership, project management, team leadership, UX, web development

Professional Experience

The Home Depot

Manager, Digital Channels & Communications Technology

Atlanta, GA

March 2018 - Current

- Lead and manage team of web communication specialists responsible for front-end architecture & development, content management, and overall site governance on The Home Depot's corporate intranet and internal subsites
- Responsible for the oversight of a Microsoft SharePoint-based intranet (~300M page views / year) replatform consisting of a highly-customized frontend design & build, content management system design & build, ~30K content item migration and change management program development impacting ~400K employees
- Provide content management consultative services and technical guidance to Story Lab / editorial team in support of The Home Depot's corporate website
- Partner with ~300 content owners and other internal customers throughout the enterprise, in lockstep with IT counterparts, to solve communication-related challenges through content assessments & consultations, vendor / agency management, project management and solution implementations

Piedmont Healthcare Corporation

EpicCare Ambulatory Application Coordinator / Analyst

Atlanta, GA

November 2016 - March 2018

- Built system configuration, developed clinical content, and provided command center and elbow-to-elbow support for an Epic Retail EHR deployment to 27 metro Atlanta Walgreens QuickCare walk-in clinics
- Built out new Ambulatory functionality / content and performed go-live and tier two level application support for clinical users across Piedmont's network of outpatient facilities
- Monitored and resolved HL7 message discrepancies across numerous inbound and outbound Epic interfaces to ensure successful health data exchange between internal systems and external third-parties
- Mentored, trained, and guided project resources to enable them to effectively support ongoing hospital and clinic acquisitions

Piedmont Healthcare Corporation

Senior Systems Analyst

Atlanta, GA

September 2011 - November 2016

- Internally recruited to lead the technical aspects of an enterprise document and imaging management system implementation - one of three components comprising Piedmont's \$180 million IT overhaul
- Developed and implemented workflows and business rule logic supporting the integration between enterprise document management system (ImageNow), electronic medical records system (Epic), and enterprise resource planning system (PeopleSoft) throughout the enterprise's six hospitals and 100+ physician offices
- Partnered with key business owners and external consultants to define and implement legacy data migration strategies
- Developed, coordinated and executed application testing strategies across all project components
- Served as organizational change management liaison between project implementation team and overarching project / corporate communications group

Piedmont Healthcare Corporation

HR Business Analyst

Atlanta, GA

February 2011 - September 2011

- Internally recruited to assist in migrating legacy HRIS system to PeopleSoft Enterprise Human Capital Management 9.1
- Collaborated with subject matter experts and external implementation consultants to develop current state assessments, future state designs, and test plans to support the implementation of Talent Acquisition Management, Performance Management, and Enterprise Learning Management modules

Piedmont Healthcare Corporation
e-Learning System Administrator

Atlanta, GA
February 2010 - February 2011

- Managed system-wide learning management system (LMS) and supported Piedmont's 9,000+ employees across four hospitals and dozens of clinics and physician practices
- Drove LMS development and overall e-learning strategy by managing critical vendor relationships and working collaboratively with organizational stakeholders to define and document procedures and system requirements
- Served as System-wide Online Learning Committee facilitator and assisted both clinical and non-clinical department representatives in their presentation and justification of e-learning mandates

CompuCredit Corporation
Interactive Application Manager

Atlanta, GA
March 2007 - January 2010

- Conceived, developed, and managed numerous web-based applications used by internal employees as well as hundreds of external customer service representatives around the world
- Managed and assisted with development efforts of CompuCredit's CRM application which tracked all internal (cross-department) and external (business to customer) e-correspondence
- Facilitated project meetings and created regular status reports for senior management
- Collaborated with department directors, managers, subject matter experts, and graphic designers to efficiently manage content on CompuCredit's corporate intranet and external websites
- Created processes workflows and content strategy guidelines ensuring intranet / website scalability and conformity
- Mentored and coached junior web developers and graphic designers

Turner Broadcasting
Webmaster, CNN, Sports Illustrated, and NASCAR

Atlanta, GA
October 2005 - March 2007

- Developed interactive content for CNN.com in an extremely fast-paced, newsroom environment
- Ensured articles, dynamic content, and marketing campaigns were well-written and error-free
- Served as project lead on special projects such as Sports Illustrated's 2006 Olympics website
- Created, published, and tracked conversion rates for the Sports Illustrated, NASCAR.com, and CNN.com electronic newsletters, delivered to hundreds of thousands of subscribers
- Collaborated with senior producers to coordinate and publish live video feeds on CNN.com's streaming video service
- Developed custom-branded video players and integrated social networking functionality to facilitate content sharing

Delta Air Lines
Website Content Developer

Atlanta, GA
May 2005 - October 2005

- Responsible for developing, editing, and maintaining marketing-related content at delta.com
- Worked closely with account managers to ensure accurate, timely delivery of website content and promotions
- Created landing pages and associated content which supported direct mail and email campaigns delivered to hundreds of thousands of Delta SkyMiles customers
- Managed and supported the advertisement trafficking system (DoubleClick) and assisted teammates in the copyediting and quality assurance processes
- Product-tested mobile check-in application and worked with developers to refine functionality

Education and Professional Development

- Project Management Professional (PMP) Certification, 2016
Project Management Institute (PMI)
- Certified Professional in Healthcare Information and Management Systems (CPHIMS) Certification, 2014
Healthcare Information and Management Systems Society (HIMSS)
- Bachelor of Science, *summa cum laude*, E-Business, 2010
Ashworth College, Norcross, GA
- Associate of Applied Science, Information Technology, 2002
ECPI University, Virginia Beach, VA