ERIC JAMES

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WEBSITES, PORTFOLIOS, PROFILES

- https://opsfirefighter.carrd.co

PROFESSIONAL SUMMARY

Operations strategist, executive assistant, and hands-on hybrid operator exploring the intersection of human potential and intelligent systems. I've led large-scale service teams, rebuilt workflows for thousands of users, and saved $290K in annual spend—all while using AI as a real-world force multiplier, not a gimmick.

Whether I'm training humans or fine-tuning machines, I bring a human-first mindset and systems-level thinking. From managing executive calendars and logistics to documenting knowledge systems and resolving blockers across functions, I operate with ownership, urgency, and discretion. Lately, I've leaned into AI for workflow analysis, data annotation, quality control, and immersive world-building for game and sim environments. I'm not one to chase hype—I focus on building systems and approaches to help empower people.

CORE COMPETENCIES

- SOP Development & Knowledge Management (Authored 500+ Page Manual)

- Post-Sale Support & Client Success Strategy

- Data Annotation, Pattern Recognition (Image/Text/Dialog)

- User Documentation & Feedback Loop Optimization

- AI-Augmented Workflow Optimization

- ERP & Modular Platform Support (Fortune 500 scale)

- Jira, ServiceNow, Salesforce, Confluence, Slack, Google Workspace

- Global Team Leadership (U.S. + Offshore, 30+ agents)

- Executive Support and Remote Operations Leadership

CERTIFICATIONS & TRAINING

- ITIL v4 Foundations Certified
- NTT Data's Internal AI Certification (White Belt)
- Agile Team Collaboration (Jira, Confluence, ServiceNow)
- PMP Coursework In Progress
- Leadership Training – The Wackenhut Corporation

WORK HISTORY

2017 to 2025 **Client Services Team Lead**
NTT DATA – Remote/Tennessee
- Spearheaded onboarding and support for global enterprise clients, including Amgen and ViacomCBS, across ERP and modular platforms.
- Authored a comprehensive 500+ page training manual, reducing new hire ramp time by 1 week and improving SOP accuracy to over 90%.

- Built a workload-based staffing model—cutting U.S. headcount from 22 to 8 and saving $290K/year without compromising SLA performance.
- Collaborated across Delivery, Client Success, and Product to build dashboards, define escalation protocols, and align with CSAT, NPS, and FCR KPIs.
- Piloted internal use of AI tools to analyze support logs, draft documentation, and assist with QA tagging.
- Led live triage during a remote print remediation rollout affecting 1,000+ users—managing comms between client, support, and engineering.
- Mentored a remote support team (U.S. + offshore), tracking performance metrics and leading process improvement initiatives.

EDUCATION

05/2001	**High School Diploma**
	White House High School - White House, TN

PROJECTS & COMMUNITY WORK

- **ForgeTomorrow (2024–Present):** Designing a professional networking and jobseeking platform that uses AI to assist with resume building, offer negotiation, and recruiter insights. Focused on human-first design, explainability, and practical AI augmentation.
- **Resume Coach:** Reviewed and improved 50+ resumes for jobseekers and transitioning professionals.
- **Game Development:** Building an AI-assisted immersive Roblox universe featuring NPCs, AI behavior trees, and layered player interactions.
- **Youth Mentor:** Simpson County S.T.O.P. Program