

Eric James

Director, Provider Operations | Tennessee, USA | (615) 241-6646 | ericwjames309@gmail.com | opsfirefighter.carrd.co | linkedin.com/in/opsfirefighter

Director, Provider Operations

Fire-tested leader with 23+ years of experience restoring stability and driving performance across provider support, IT operations, healthcare systems, and public safety. I specialize in scaling provider operations during moments of uncertainty—building the systems, documentation, and communication frameworks that convert chaos into consistent results. Known for leading teams of up to 30, improving SLA compliance by 25–94%, and developing solutions like SQL optimizations and onboarding manuals used company-wide. I bring a firefighter mindset: act fast, stay calm, deliver results.

- Optimized a critical SQL-based account closure tool for Surgical Care Affiliates, increasing efficiency by 50%, enabling single-call resolution, and saving time for clinical staff during billing cycles.
- Raised SLA compliance from 71% to 94% at Lucile Packard Children's Hospital by launching a dedicated triage team and real-time alerting dashboards.
- Improved SLA by 25% and reduced escalations by 60% for BNSF Railways by redesigning shift leadership structure and workflow.
- Authored a 500+ page global onboarding and training guide for Amgen Inc., supporting L1 and L1.5 Service Desk operations, reducing ramp-up time by 1 week, and increasing training accuracy to 100% by replacing outdated and incomplete materials.
- Led post-rollout recovery for BNSF Railways—cutting downtime in half and reestablishing SLA performance within two weeks.

Professional Experience

NTT Data

Remote/Tennessee

Client Services Team Lead / Provider Support Lead

2017 - 2022

- Directed provider operations for healthcare clients including Surgical Care Affiliates, Amgen, Horizon Therapeutics, and Lucile Packard Children's Hospital, strengthening client relationships and improving provider retention through hands-on leadership and stakeholder collaboration.
- Led SQL automation and workflow improvements that boosted provider-facing tool efficiency by 50% and raising FCR rates.
- Built triage and escalation frameworks that raised SLA from 71% to 94% and helped decrease volume by 60%.
- Recovered BNSF support performance post-rollout by cutting downtime 50% and reestablishing SLA within two weeks.
- Created staffing and scheduling models that reduced headcount from 22 to 8 while maintaining service levels—saving \$290K+ annually.
- Authored a 500+ page global onboarding and training guide for Amgen Inc., supporting L1 and L1.5 Service Desk operations, reducing ramp-up time by 1 week, and increasing training accuracy to 100% by replacing outdated and incomplete materials.
- Coordinated emergency operations for continuity during California wildfires, Hurricane Irma, and the early COVID-19 outbreak—including proactive remote readiness ahead of client decisions.
- Launched Horizon Therapeutics provider services expansion 1 week early with zero escalations.
- Collaborated with compliance, credentialing, and Epic clinical operations teams to ensure HIPAA alignment and service consistency. Led cross-functional feedback groups with technical resolver teams, improving issue accuracy and resolution to 95%.
- Received Award of Excellence for contributions made to Lucile Packard Children's Hospital for leadership impact and provider support improvements.

Certifications & Training

ITIL v4 Foundations Certified

Leadership Training

The Wackenhut Corporation

PMP

MasterofProject.com

Expected completion Oct, 2025

Agile

MastofProject.com

Expected completion Oct, 2025

Volunteer Experience

White House Hope Center

Operations Support Specialist

White House, TN, USA

Stamp Out Hunger Food Drive

Community Support Volunteer

Bowling Green, KY, USA

Hope House

Community Support Volunteer

Bowling Green, Kentucky

Education

White House High School

High School Diploma

With honors

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Skills

Provider Onboarding & Workforce Readiness · Remote Leadership · SLA & KPI Optimization · Healthcare Operations & Compliance · Credentialing & Cross-Functional Team Coordination · SQL Process Optimization & Reporting · SOP & Training System Development · Workforce Management & Staffing Models · Risk, Incident & Emergency Response Leadership · Partner & Marketplace Collaboration