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Summary

Experienced Product Owner and Agile leader with 9+ years delivering innovative digital products, BI solutions, and enterprise system enhancements across healthcare, retail, and enterprise IT environments. Expertise in driving product strategy, managing cross-functional Agile teams, and aligning product roadmaps with organizational objectives. Proven track record in stakeholder engagement, user story creation, backlog management, and data-driven product development. Known for delivering high-impact products that optimize operations, improve customer experiences, and generate measurable business value.

Professional Experience

Senior Project Owner, Inspire Brands – Sandy Springs, GA

March 2022 – Present

- Own and manage product roadmap for enterprise BI platforms and SAP BW optimization initiatives, driving improved system performance and business value.
- Prioritize and manage product backlog; write detailed epics, user stories, and acceptance criteria to guide development teams.
- Lead Agile ceremonies (sprint planning, reviews, retrospectives) to ensure timely, high-quality product delivery.
- Drive Tableau Server migrations and license optimization projects with zero downtime, supporting enterprise-wide analytics.
- Define and implement risk mitigation strategies and monitor product KPIs — delivering a 15% performance improvement.
- Collaborate with business stakeholders, architects, and engineering teams to ensure product alignment with strategic objectives.
- Support cybersecurity and compliance initiatives in line with NIST and HIPAA standards.

Product Owner– Referral Management, Emory Healthcare System – Atlanta, GA

April 2021 – March 2022

- Owned referral management product suite, delivering improvements to referral workflows resulting in 10% increased patient satisfaction.
- Defined product strategy and roadmap; collaborated with clinical and business stakeholders to translate user needs into actionable product requirements.
- Led cross-functional Agile teams to deliver enhancements across Salesforce, outreach systems, and BI tools.
- Implemented Power BI and Tableau dashboards to enhance operational transparency and inform leadership decision-making.
- Reduced referral processing time by 20% through targeted product improvements.

Project Owner & BI Analyst, Grady Health System – Atlanta, GA

August 2015 – April 2021

- Served as Product Owner for Next Best Action BI tools, delivering actionable insights across clinical and operational teams — generating \$5M in cost savings.
- Managed product backlog and user story grooming for BI products built on PeopleSoft, Kronos, and Oracle platforms. Designed and launched data visualization products using Tableau and Power BI to drive data-driven decision-making.
- Partnered with clinical, business, and IT stakeholders to capture product requirements and ensure user-centric design.
- Oversaw COVID-19 response staffing solutions, delivering accurate payroll processes supporting \$250K in contractor payments.

Education

Project Management Professional Certification

The Project Management Institute

Master of Business Administration in Data Analytics

The Clayton State University, Morrow, GA

Bachelor of Science in Health Informatics

The King University, Bristol, TN

Key Competencies

- Agile Product Ownership (Scrum, SaFe)
- Product Roadmapping & Backlog Management
- User Story Creation & Prioritization
- Stakeholder Engagement & Communication
- Cross-Functional Team Leadership
- Business Intelligence (Power BI, Tableau, QlikView)
- Data-Driven Product Development
- Enterprise Systems Integration
- Cloud Platforms (AWS, Salesforce, Oracle)
- Data Governance & Compliance (HIPAA, NIST)
- Risk Mitigation & Change Management
- Cybersecurity & Disaster Recovery Planning
- BI & Analytics Strategy
- Customer-Centric Product Design
- Tools: JIRA, ServiceNow, Confluence, SQL