

# Jeremy Pittman

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## Director Walmart Labs

### Achieving Business Goals through Strategic Planning, Roadmaps, & Execution at Walmart Labs

*Retail – People Leadership – Application Development & Deployment*

- **Confident, dedicated technology leader** with career-long record of promotion, project delivery, team-building, strategic insight, poised for next-level success in Senior Director Role.
- **Diversified technology background** with development and management experience in software deliveries across multiple technology stacks including mainframe, open systems, business intelligence, and web applications.
- **Strategic oversight of Point of Sale Infrastructure** spend overseeing lifecycle management and refresh activities for the world's largest retailer encompassing 2m devices and administering \$75m in budget annually.
- **Operational stability focused** responsible for leading a team of developers to reduce register IPL's by 38% ensuring a stable sales platform for the holiday peak season.

**"Jeremy provides a great deal of value, and is highly respected for his technical and operational knowledge. His team and customers comment on his ability to deliver on commitments".** – Corporate VP, Walmart Stores, Inc.

**Software Development & Implementation – High Performing Team Building  
Operational Stability – Budget Planning & Execution – Contract Negotiation  
Project Management Professional - Electronic Payments Systems Management  
Vendor Oversight – Scaled Agile Development – Adaptable Leader**

## IT LEADERSHIP QUALIFICATIONS IN ACTION

- **ROADMAP DEVELOPMENT** – Analysis and input into strategic plans for payment delivery, modernization, plus cross-team collaboration on long-term solutions viability.
- **TECHNOLOGY LEADERSHIP** – Walmart Stores Inc. representative for POS Hardware at Toshiba Connect user group.
- **OPERATIONAL SUCCESS** – Decreased Point of Sale related IPL's 38% with quick attention to defect resolution and creation of best-in-class KPI monitoring.
- **ON-TIME DELIVERY** – Deployment of hundreds of successful projects some ranging in size up a 100k man hour range on time and on budget delivery rate of 90%.

## PROFESSIONAL HISTORY

### Walmart Labs – Bentonville, AR (1997-Present)

<b>Director</b> , Electronic Payment Systems	2017 – Present
<b>Director</b> , Electronic Payment Systems & POS Infrastructure	2015 – 2017
<b>Senior Manager</b> , Point of Sale Release Management and POS Infrastructure	2013 – 2015
<b>Enterprise Delivery Lead</b> , Store Number Expansion	2010 – 2013
<b>Manager</b> , Business Performance Management, My Guide Development Team	2007 – 2010
<b>Programmer-Systems Analyst</b> , Accounts Payable & Store Systems	1997 – 2005

### **Director**, 2015-Present | Electronic Payment Systems

*Provided oversight of electronic payment systems for the world's largest retailer* with key payment deliveries including Walmart Pay and built/executed modernization strategy to move legacy systems to modern cloud-based technology stack. Manage 19 direct, 2 software product teams, and 1 onshore contractor.

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- ✓ Responsible for managing and executing payment development activities for IT and other company business goals
- ✓ Developed payment integration strategy providing strategic fee leverage
- ✓ Developed and executed technology modernization roadmap for electronic payment systems for the world's largest retailer

### Technology Achievements

- Developed direct bank integration system that will achieve \$100m fee avoidance
- Enabled payment authorization services for new, game changing checkout methods such as Scan and Go and Walmart Pay
- Worked in partnership to developed a Point to Point Encryption (P2PE) to further secure our customers from hackers
- Created REST'ful payment services (Credit, Debit, Shopping Card, Phone Card, EBT, WIC) to support next generation point of sale clients
- Enabled Easy Reorder feature on e-commerce site by developing a method to return token information in the payment authorization payload
- Fostered relationships with US, MX, and Japan business customers and presented payment strategy in a Tax/Treasury Summit
- **Associate engagement scores in excess of 90%**

### Director, 2015-2017 | Senior Manager, 2013-2015

Point of Sale Infrastructure

*Provided strategic oversight of point of sale infrastructure purchases and shifted perception of infrastructure-focused organization into a value-added service group* with a new strategy, fostered buy-in from peers/stakeholders based on team delivery performance. Manage 19 direct, 3 software product teams, and 2 onshore indirect reports.

### Technology Leadership & Improvements

- Directed Point of Sale Refresh projects for both Walmart and Sam's Club
  - **Replaced a record \$75m end of life Point of Sale equipment**
  - **Increased checkout process by 200 milliseconds per transaction**
  - **Reduced 100,000 annual maintenance support tickets and saved an estimated \$6.5m in refurbish expenses**
- **Developed high performing teams** which delivered **65 projects totaling \$72.3m** in savings through simplification and value delivery for Walmart Stores Inc. in a single year along with improving **associate engagement with scores in excess of 90%**
- Provided strategic direction for Point of Sale stability efforts to reduce IPL's of exceeded 10x normal levels by working across multiple pillars, peers, and vendor partners to successfully stabilize Walmart and Sam's Club's Point of Sale registers before the holiday season
- Negotiated third-party contracts and **administered \$75m annually, savings of over \$7.7m from hardware and resource contracts negotiations, reduced software maintenance contracts by \$578k annually** by developing in-house software eliminating need for 3<sup>rd</sup> party software;
- Implemented a Quarterly POS Hardware Vendor summit for Walmart Stores that created a forum to cover new scorecard KPI metrics for each vendor and innovative new product offerings
- Worked with multiple peers/stakeholders to create a Point of Sale hardware refresh strategy that provided the business with the most value per dollar spent in reduction of maintenance cost and incidents
- Oversaw development of hack day idea that created a help button on the customer service desk register that systematically opened service ticket for point of sale hardware issues. Annual ROI \$800k.

### Enterprise Delivery Lead, 2010-2013

Application Development Store Number Expansion

*Selected by senior leadership to pioneer new role as Enterprise Delivery Lead on one of the company's largest, most complicated projects, Store Number Expansion.* Developed remediation strategy and staffing model responsible for delivery. Reported and communicated directly to SVP of Application Development. Manage direct/indirect team of 232 in analysis of 830k+ code modules. Contract negotiation, process simplification, talent development, and administered \$43M+ annual budget.

## Technology Leadership & Improvements

- Fostered strategic partnership model by visiting India offshore development facility through grassroots meeting **implemented innovative ideas that improved efficiency** which led to **increased productivity by 100%** on analysis of impacted code modules
- **Negotiated resource contract savings of \$2.2m**
- Assisted HR creating roles and responsibilities for Enterprise Delivery Lead

## Manager, 2007-2010

Store Systems, Business Performance Management – Application Development

*Directed multiple work activities including development of cutting-edge applications and technologies for 3500+ Wal-Mart stores*, supporting more than 5 software products and 10K+ devices through hands-on leadership and professional development of 64 direct and indirect reports. The My Guide application improved communication, provided easy access to SOP's, and directed work through multiple areas of the store using a task driven workflow. Accountable for establishing project priorities, negotiated third-party contracts, and administered \$20M+ annual budget.

## Technology & Leadership Achievements

- **My Guide achieved ROI \$500m** over 5 year period
- **Delivered 100k man hour project** one week late and under budget
- Successfully managed through change implementing a Matrix organization
- Developed BI analytics to measure key performance indicators (KPI's) for 3500+ sites US Walmart and Sam's Clubs with annual sales of \$400b+.
- **Pioneered BI analytics** for Walmart Store operations
- **Saved company an estimated \$250k** by sunseting legacy applications
- **Increased associate engagement scores 51%**

## Programmer-Systems Analyst, 1997-2007

Finance, Store, and People Systems – Application Development

Code, Test, Deploy, Maintain and monitor computer programs and systems, including coordinating the installation of computer programs and systems.

- Primary development lead for Management Career Preference project which was a hiring and selection tool used by store management to select store-level managers
- Maintained Store Manager's Recap reporting which provided KPI's to store level management
- Led Electronic Background Checks project that screened new hires in Walmart Stores and Sam's Clubs. Integrated mainframe and open systems along with collaborating heavily with 3rd party Background Check vendor.
- Technical lead on Accounts Payable system for newly acquired United Kingdom ASDA Stores
- Led contractor team of 8 to identify and remediate over 2,000 application modules as part of Y2K
- Mentored many junior level developers on technical and interpersonal skills

## TECHNOLOGY STACK EXPERIENCE

- ❖ **Mainframe Experience** - Cobol, JCL, Eztrieve, Z/OS, DB2, IMS, Assembler, C
- ❖ **Open Systems Experience** – UNIX, Websphere, Essbase, OBIEE, Informix, C, 4GL, Shell Script
- ❖ **Web Application Experience** – Java, HTML, Java Script, Angular, Jenkins, Stash, GIT, Jira, Leankit, Slack, Confluence

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## EDUCATION

ASSOCIATES OF SCIENCE – WESTERN OKLAHOMA STATE COLLEGE, ALTUS, OK  
BACHELORS OF SCEINCE – SOUTHWESTERN OKLAHOMA STATE UNIVERSITY,  
WEATHERFORD, OK

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## PROFESSIONAL & PHILANTHROPIC ACTIVITIES

Project Management Professional, PMP | Certified Scrum Master, CSM  
Wounded Warriors Foundation | Northwest Arkansas Children's Advocacy Center