

# Meagan Danielson

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Knowledgeable IT management professional extensively experienced in infrastructure design and implementation, application development and operational support. Proven record of accomplishment in building and maintaining industry-leading technology to serve the needs of the business, users, and customers. Strengths include team leadership, budget planning, and operational reliability.

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## Skills

- Technology planning
- Budget control
- Department management
- Technology assessment
- Analytical thinking

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## Experience

JANUARY 2025 – PRESENT

### **Senior Manager – Product Management – Enterprise Print / Walmart Stores, Inc. Bentonville, AR**

Responsible for Walmart's global print infrastructure

NOVEMBER 2019 – JANUARY 2025

### **IT Senior Manager / Arvest Bank, Lowell, AR**

Managed a large team of SREs supporting customer facing websites, applications and mobile applications

Planned, organized, scheduled, and supervised day-to-day technical support activities for all Customer Applications; Activities include troubleshooting, customer service issues, approvals, and installations.

Coordinated application release schedules and associated changes across business and IT teams

SEPTEMBER 2018 – NOVEMBER 2019

### **Senior Manager – Cloud Cost Management / Walmart Stores, Inc., Bentonville, AR**

Monitored \$350MM public cloud budget, approved monthly invoices, and negotiated refunds from public cloud vendors based on outage information

Designed a full-scale data solution using Azure APIs and Google Cloud Platform data solutions to sanitize cloud cost data

Coordinated and collaborated with IT and Finance executive leaders to understand reporting needs, budgetary requirements, and Aptio integration success criteria

MAY 2017 – SEPTEMBER 2018

## **Senior Manager – Developer Tools / Walmart Stores, Inc., Bentonville, AR**

Enabled product owners to define product road maps on a quarterly basis; Initiated and executed team goals based on product road map alignment.

Oversaw updates, new implementations, and daily support of enterprise development tools (Jira, Confluence, Jenkins, Bitbucket, Github, etc.)

JANUARY 2016 – MAY 2017

## **Senior Manager – Enterprise Service Development, Open Source, Mainframe / Walmart Stores, Inc., Bentonville, AR**

Directed a 10-person team of internal staff in championing recommendations for Service Oriented Architecture governance and development. Oversaw the development and support of 25+ Enterprise Services. Partnered with matrixed teams to implement services in private and public cloud environments.

JUNE 2015 – JANUARY 2016

## **Senior Manager – Enterprise Service Development, Open Source, Mainframe / Walmart Stores, Inc., Bentonville, AR**

Oversaw a complete lift and shift of all Call Center tooling as well the upgrade of all Enterprise Monitoring tooling (Avaya, HPOM)

Executed up-to-date maintenance contracts, effective payment / budget planning, and data-driven continuous improvements

DECEMBER 2012 – JUNE 2015

## **Senior Manager – POS Operations / Walmart Stores, Inc., Bentonville, AR**

Defined and created product-level metrics for 4 store / club areas globally – POS, Cash, Electronic Payment, and Financial systems – enabling the identification of product failures prior to critical customer, business, or sales impact.

Transformed a struggling, non-productive team into a top-performing group supporting Walmart and Sam's Club globally. (Earned Project of the Year award)

Completed a support contract change in Point of Sale (POS) support services, saving \$1.5M by switching third-party partners. Tracked metrics, pinpointed service degradation, and subsequently made a second transition prior to critical holiday period, retaining savings and service levels throughout the changeover.

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## **Education**

**Masters Business Administration / University of Arkansas,  
Fayetteville, AR**

**Bachelor of Science Computer Engineering / University of  
Arkansas, Fayetteville, AR**