Matthew McDole

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EXECUTIVE SUMMARY

Global Chief Technology Officer for KFC, Taco Bell, and Pizza Hut, overseeing platforms and systems across **50,000 locations**. Founder and architect of **Byte by Yum**, a proprietary platform powering **$20B in annual volume** across POS, digital commerce, and operations. Leads a global organization of **900+ engineers**, supporting **4M+ daily transactions at 99.99% availability**. Accountable for enterprise-scale platform strategy, modernization, and M&A integration.

EXPERIENCE

Yum! Brands — Plano, Texas

Global quick-service restaurant company with 61,000 locations in 155 countries (KFC, Taco Bell, Pizza Hut).

Global Chief Technology Officer — *03/2025 – Present*

- Leads brand CTOs (Pizza Hut, Taco Bell, KFC) and Byte platform engineering globally.
- Delivered **99.99% platform availability** against 99.95% SLA, preventing an estimated **$5M+** in downtime losses; architecture featured in AWS re:Invent 2025 case study.
- Shipped **Byte Connect**, a middleware platform integrating third-party delivery aggregators with Byte, from concept to production in 90 days; generated **$7M first-year revenue** and eliminated **$6M in order cancellation losses** at Pizza Hut US alone.
- Deployed Voice AI drive-thru to **500 Taco Bell locations**, integrating with **Byte POS** in under **3 months**; one of the largest QSR pilots in the industry.
- Shipped AI-powered demand forecasting and upsell/personalization platforms, increasing average order value and optimizing labor across brands.
- Established enterprise architecture across all brands, embedding architects within teams to eliminate duplicate initiatives and align platform decisions without slowing delivery.
- Expanded engineering capacity **30%** through centers in Colombia, Vietnam, and India, reducing blended cost **40%** while maintaining delivery quality.

Vice President of Engineering, Yum! D&T — *01/2024 – 03/2025*

- Led Byte platform engineering with **275 engineers** across Commerce, Menu, POS, Kitchen, and Operations.
- Merged KFC, Taco Bell, Pizza Hut, and Yum engineering teams into unified engineering organization, accelerating platform consolidation onto Byte.
- Led technology due diligence for TicTuk and **Tracks**; integrated engineering organizations and directed the platform consolidation roadmap for three acquisitions, retaining key talent.
- Scaled **Tracks** back-of-house system from 300 locations to **7,000+ Taco Bell restaurants**, overhauling performance bottlenecks and building automated testing infrastructure to harden acquired technology for enterprise scale.
- Migrated Taco Bell, KFC, and Pizza Hut US off SAP Hybris and Grubhub onto **Byte Commerce**; hardened platform to sustain **300+ orders/second** (12x legacy capacity), enabling campaigns like Taco Tuesday.

Senior Director of Engineering, Digital — *04/2022 – 01/2024*

- Led **85+ engineers** across **Byte Commerce** and Menu with **$23M budget**; stepped in as interim Product leader during executive transition, owning roadmap and delivery.
- Deployed **Byte POS** across **7,500 Taco Bell restaurants**, reducing help desk incidents **25%** and cutting crew training time from one week to one shift.
- Migrated ordering system to **Temporal workflow engine**, eliminating order loss during infrastructure failures; presented architecture at Temporal Replay Conference (2023, 2024).

Director of Engineering, eCommerce — *04/2020 – 04/2022*

- Built and launched **Byte Commerce**, creating the foundation that now processes **1.2M daily digital orders**.

- **Designed the core Byte Menu system** as single source of truth for all channels; reduced menu publishing from **48+ hours to under 10 minutes**; scaled globally to Pizza Hut (6,600 stores) and KFC (4,000 stores).
- Launched Byte Commerce with **KFC as the inaugural brand**, migrating **4,000+ stores** off Grubhub whitelabel under strict contractual deadlines.
- Built and developed a **30+ person engineering organization** across 8 teams; designed the **federated GraphQL architecture** adopted as Yum's enterprise standard.

Cigna (Express Scripts)
Saint Louis, Missouri

Fortune 20 healthcare company; largest pharmacy benefit manager in the U.S.

Director of Engineering / Principal Engineer *08/2017 – 05/2020*

- Developed Auto Refill capability generating **$8 million in incremental annual revenue**.
- Delivered native iOS/Android rewrites of flagship Express Scripts and Accredo mobile applications.
- Directed mobile engineering and API teams, building the modern service layer that enabled flagship applications to transition off legacy Mainframe and AS/400 dependencies.

Enterprise Holdings
Saint Louis, Missouri

World's largest car rental provider (Enterprise, National, Alamo).

Department Lead Engineer, Mobile *01/2013 – 08/2017*

- **Launched the company's first-ever native mobile ecosystem**, building and deploying the flagship iOS and Android apps for Enterprise Rent-A-Car, National Car Rental, and Enterprise CarShare from the ground up.
- Scaled mobile organization from founding team to **25+ engineers** across three product lines while establishing engineering standards adopted company-wide.

PREVIOUS EXPERIENCE

Sr Software Engineer | *Aclara* *12/2011 – 01/2013*

Software Engineer | *Scottrade Inc* *05/2010 – 12/2011*

EDUCATION

University of Central Missouri Warrensburg, MO

B.S., Computer Science