MEAGAN DANIELSON

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Senior Manager – Technology Development
IT / IS Application Development & Operations

Inventive, high-energy manager with a 10-year record of IT leadership success with the world's largest retailer – steering global, multi-million dollar initiatives. Talent for guiding the strategy, teams, and resources to pioneer companywide solutions – maximizing development, delivery, and support while topping goals and service expectations.

Analytical project leader with passion for technology – highly adept in translating large amounts of data into groundbreaking, relevant programs. Tenacious problem-solver facing complex business and technical challenges head on – reaching common resolutions through a sharp focus on collaboration, quality, morale, and service excellence. MBA and BSCE degrees

Highlights:

➢ *Led 60-person team in development and stability for **Point of Sale systems** for 10K Walmart / Sam's Clubs stores worldwide – working in close cooperation with development teams to yield award-winning results.*

➢ *Led 10 person team to complete lift and shift for Call Center business – implementing upgrades on all IT assets related to call centers to support FY16 holiday*

➢ *Led 10 person team to upgrade Enterprise Monitoring tooling in record time - ensuring monitoring stability pre-holiday and availability of new and upgraded features within the new toolset*

➢ *Developed KPI and reporting for IT Domains – provided budget, operational, and risk information for IT decision making*

Associate Training / Mentoring ▪ Issue Resolution ▪ Data Collection / Analysis / Trending ▪
KPI / Metrics Reporting ▪ Contract Negotiations ▪ Process Improvement
Business Continuity / Sustainability ▪ Project Management / Execution ▪ Customer Insights ▪ Budget Planning
Offshoring / Outsourcing ▪ Application Development ▪ Change Management ▪ Vendor Management ▪ P&L ▪

PROFESSIONAL EXPERIENCE

WALMART STORES, INC. – Bentonville, AR   2006 – Present
The world's largest retailer with 2M+ associates and $485B+ in revenue.

Career Track:

Senior Manager (2012-Present)	**Systems Engineer** (2008 – 2009)
Senior Systems Engineer (2010 – 2012)	**Senior Systems Programmer** (2007-2008)
Senior Project Specialist (2009-2010)	**Systems Programmer** (2006-2007)

Senior Manager – Software Delivery and Enablement – Java/.Net Development (May 2017 – Present)
Multifaceted role responsible for Enterprise Development Tools – providing a self-service, declarative, elastic and manageable software development and delivery infrastructure.

➢ Directing a 15-person team of internal staff in the development of Enterprise Tools for Walmart Technology developers

  o Developing features for Looper (Open source build tool based on Jenkins), Concord (Ansible playbook runner), Sentinel (Code quality gating), WaRM (Walmart Repository Management)

  o Responsible for support for all Walmart Technology developers using various toolsets (Anthill pro, Teamforge, Bitbucket, MS Visual Studio, VSTS/TFS, CA Lisa, HPALM, HPQC, etc.)

PROFESSIONAL EXPERIENCE *(CONT'D)*

Senior Manager – Enterprise Service Development, Open Source, Mainframe Development Tools – Java/.Net/Mainframe Development (2016 – Present)
Responsible for Enterprise Service Development, Open Source tools and Mainframe Development tools – Developing Enterprise Services for Walmart Technology, ensuring availability of Open Source and Mainframe Development tooling.

➢ Directing a 10-person team of internal staff in championing recommendations for Service Oriented Architecture governance and development. Leading the team to develop and support 25+ Enterprise Services. Partnering with matrix teams to implement services in private and public cloud environments.

➢ Working with onshore and offshore development teams to provide required open source and mainframe development tooling to meet business and IT/IS needs

Senior Manager – Enterprise Monitoring & Contact Center Development – Java/C/Shell Script Development (2015– 2016)
Led an internal team to lift and shift all Call Center tooling and upgrade all Enterprise Monitoring tooling – ensured up-to-date maintenance contracts, effective payment / budget planning, and data-driven continuous improvements. Managed $15M budget, staff performance, and customer satisfaction.

Senior Manager Point of Sale Operations – 4690/4GL/Shell Script Development (2012-2015)
Promoted to manage store system operations for Point of Sale – managed $10M budget, area metrics / analytics, staff performance, international business partnerships, and point of sale system support

Successfully delivered new product solutions for stores and clubs globally, working in tandem with development teams to define front-end system solutions with long-term stability impacting 10K business units worldwide. In 2014, earned **Project of the Year** award.

➢ Defined and created **product-level metrics for 4 store / club areas globally** – POS, cash, electronic payment, financial systems – enabling the identification of product failures prior to critical customer, business, or sales impact.

➢ Upon promotion to operations manager, took over and turned a struggling, non-productive team into a top-performing group supporting Walmart and Sam's Club globally.

➢ Expanded team capabilities beyond support, supplying customers with enhancements for faster savings and benefits. Coached individual members to reach team / organizational goals and instituted baseline metrics / KPIs, fostering accountability and overall improvement.

➢ Met challenge to augment competitive contract pricing in Point of Sale (POS) support services, **saving $1.5M** by switching third-party partners. Tracked metrics, pinpointed service degradation, and subsequently made second transition prior to critical holiday period, retaining savings and service levels throughout changeover.

Senior Systems Engineer/Team Lead – Service Operations Client - .Net/Powershell Development (2011-2012)
Progressed to mentor and lead a global client operations team of 17 associates. Handled day to day operational issues for all clients (workstations, thin clients, printers, virtual desktops, outlook client) with an emphasis on service, productivity, and goal attainment. Maintained IT area budget to include hardware upgrades, hardware/software maintenance, and labor expenditures.

Senior Project Specialist (2009-2010)
Advanced to senior-level project role overseeing all day to day operational issues for workstation and virtual desktop environments. Developed KPIs, worked with L2 vendor to ensure customer issues were resolved with quality and within established service levels.

Systems Engineer (2008-2009)
Senior Systems Programmer (2007-2008)
Systems Programmer (2006-2007)
Steadily moved through early programming/infrastructure roles within Walmart – developing various scripts, applications, and hardware solutions. Additionally, worked with vendor groups to bring in new hardware to meet and exceed customer needs.

EDUCATIONAL CREDENTIALS

UNIVERSITY OF ARKANSAS, Fayettevile, AR
Masters Business Administration

UNIVERSITY OF ARKANSAS, Fayetteville, AR
BS, Computer Systems Engineering

Certifications: ITIL Foundations v3; Six Sigma Lean Belt

Walmart-Sponsored Professional Development

ITIL Foundations v3
Leadership Essentials
Dale Carnegie Graduate; Breakthrough award

TECHNOLOGY

MS Office (Excel, PowerPoint, Word)	Citrix	C/C#
MS Visio, Project, Outlook, Exchange	UNIX	Swift/Xcode
Chrome, IE, SharePoint	VMWare	Windows 7