

Victor Chowdhury

BUSINESS STRATEGY · DATA ANALYTICS · OPERATIONS & ASSET TRANSFORMATION · ENTERPRISE AI

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Business strategy and transformation leader with **nine-plus years at Walmart** across Real Estate, Facility Services, Fuel & Convenience, Fulfillment Services, Intelligent Retail, and Customer Engagement. Works at the seam where physical footprint, operating model, cost structure, and customer experience meet — framing the right problems, aligning cross-functional leaders, and converting complex operational challenges into scalable capabilities. Depth in **connected assets, energy and equipment resiliency, capital and expense optimization, and enterprise AI deployment**, with a consistent habit of turning technical findings into decisions executives can act on.

STRATEGIC CAPABILITIES

Business Strategy & Planning	Asset, Facility & Energy Strategy	IoT & Connected Infrastructure
Capital & Expense Optimization	Operating Model & Governance Design	Operational Resilience & Uptime
Large-Scale Transformation	Executive Stakeholder Influence	Cross-Functional Program Leadership
AI & Analytics Strategy / Roadmapping	Agentic AI & Automation	Experimentation & Causal Impact
Business Case & Investment Framing	Responsible AI, Risk & Compliance	Rapid Prototyping / "Vibe Coding"

EXPERIENCE — WALMART · 9+ YEARS

Director, Strategic Insights & AI — Customer Engagement Services Jun 2025 — Present
Bentonville, AR · **Service strategy, AI transformation, operating model**

- **Own strategy and priorities** for four analytics/AI pillars and a 25+ person team (Self-Serve/Chatbots/AI, CRM, Workforce Management, Ops), sequencing investment against service cost, resolution speed, and customer experience.
- **Designed the operating model and governance** — metric definitions, architecture review, documentation and sign-off — that turned analytics from a reporting function into a decision system, removing ambiguity and rework.
- Built the **measurement and business case** behind the shift from traditional IVR to the Sierra AI voice assistant, quantifying containment, resolution, and cost impact for senior leadership.
- Led CES transformation initiatives across digital/self-serve strategy, IVR modernization, control-group testing, AHT economics, and recovery of IEX forecasting accuracy from red to green.

- Directed development of **AI agents** supporting "4-in-the-box" leadership discussions and an AI-based CRM platform (Agent Assist), including pilot design, tracking, and scale-or-stop recommendations.
- Aligned Product, Ops, Engineering, NICE, and data partners on shared goals, unblocking delivery and tightening cadence.

Director, Advanced Analytics — Walmart Fulfillment Services

Feb 2024 — Jul 2025

Bentonville, AR · **Supply chain economics, network strategy**

- Set the insight and measurement strategy for a **multibillion-dollar fulfillment business** spanning multi-channel solutions, Walmart Preferred Carrier, and Internal Consolidation.
- Translated network economics — cost to serve, capacity, carrier performance — into **one-page decision briefs** delivered to 200+ leaders in Weekly Business Reviews.
- Architected integrated data models across disparate source systems so leaders could weigh network trade-offs from a single, trusted view.
- Deployed ML and GenAI solutions where they changed decisions rather than adding dashboards.
- Partnered with business and product leadership to convert insight into operating change and durable efficiency gains.

Director, Data Analytics — Intelligent Retail Lab

Jul 2022 — Feb 2024

Bentonville, AR · **Emerging technology strategy, store-format innovation**

- Shaped strategy for Walmart's store-of-the-future testbed, directing where to invest in the **computer-vision shrink prevention platform** and next-generation checkout.
- Led analysis of customer behavior, shrink patterns, and system parameters that produced material improvements to the computer-vision solution and strengthened its business case.
- Built the evaluation framework for **next-generation checkout technologies** — RFID, computer vision, Digimarc — assessing feasibility, cost, and customer impact before scale decisions.
- Directed a data analytics and machine learning team; partnered with software engineering on ground-truth and system-health findings to reprioritize the roadmap.
- Presented performance and improvement plans to senior leadership on a weekly cadence.

Senior Manager, Data Analytics — Real Estate, Facility Services, Fuel & Convenience

Feb 2020 — Jul 2022

Bentonville, AR · **Store infrastructure, energy & asset resiliency, fuel P&L**

FACILITY SERVICES — CONNECTED ASSETS, ENERGY & RESILIENCY

- Built the **data and IoT foundation** for Walmart's Facilities Maintenance division — architecture, telemetry flows, and asset hierarchy — creating the platform on which connected-equipment strategy could run at fleet scale.
- Used **IoT sensor telemetry** from refrigeration, HVAC, and other critical store systems to shift maintenance from reactive to proactive, lifting uptime on high-value assets and extending equipment life.
- Developed **energy and asset resiliency analytics** to optimize store energy consumption and guard against equipment failure, including a refrigeration alarms tracker that prevented frozen-food loss across the fleet.
- Turned equipment telemetry into **capital and expense guidance**, helping leaders decide where to repair, replace, or reinvest, and tuning maintenance spend and financial planning for measurable savings.
- Changed the **field operating model** from ticket response to prevention by delivering tablet and mobile tools that pushed asset intelligence directly to field managers.
- Partnered across teams to improve the associate digital experience within in-house work order tools.

REAL ESTATE — PORTFOLIO & STORE INFRASTRUCTURE

- Supported portfolio and store-infrastructure decisions with analysis connecting **facility condition, capital plans, and operating cost**, giving leaders a clearer view of where investment earned its return.

FUEL & CONVENIENCE — GROWTH STRATEGY & SITE ECONOMICS

- Built the **strategy and data foundation** for Walmart's Fuel & Convenience division from the ground up, standing up the metrics and infrastructure a new business needed to operate.
- Developed solutions that helped operators **drive traffic and fuel volume** at stations, and gave store associates the metrics to anticipate demand, sales, and customer satisfaction.
- Supported merchandising and replenishment strategy to keep key offerings in stock across fuel and convenience sites.
- Contributed to tracking and expansion of the **Walmart+ membership program**, including its fuel benefit.
- Directed development of a store-based reporting app for Android and iOS with mobile development and big data teams.

Senior Manager, Data Analytics — Safety & Compliance, Sam's Club

Jul 2018 — Feb 2020

Bentonville, AR · **Operational risk strategy, field execution**

- Built the **enterprise safety and compliance analytics platform** for Sam's Club, giving every level of management a shared view of incidents, exposure, and risk.
- Reduced waste and incident rates through analytics on claims evidence, including a ranking model that reframed compliance as a performance conversation for the field.
- Used **text analytics** to diagnose root causes across the bottom 10% of clubs and target intervention where it mattered.
- Conducted field safety and compliance inspections to ground the model in operating reality and sharpen guidance to management.
- Introduced **NLP self-service** so senior leaders could interrogate their own data in plain language, and automated pipelines to improve data quality and delivery.

Senior System Engineer — Analytics & Visualization Technology

Jan 2017 — Jul 2018

Bentonville, AR · **Enterprise platform strategy**

- Owned a **300K+ user analytics platform**, covering capacity, security, row-level access control, and enterprise self-service enablement.
- Designed a data lake-based system landscape that moved the organization toward self-service, and enabled analytics for grocery store managers.
- Ran vendor evaluations of emerging BI technology and consulted internally with business units on complex analytical problems.
- Delivered big data connectivity for finance transformation, optimizing dashboards drawing billions of records from Hadoop.
- Presented to a global internal audience of 650+ at user group sessions.

EARLIER EXPERIENCE — WIPRO · 6 YEARS 5 MONTHS

BI Consultant — Nike Workforce Insights Network & Client Engagement

Feb 2014 — Jan 2017

Portland, Oregon Area

- Re-engineered HR data analysis and visualization with business teams, translating requirements into technical standards and delivering advanced Tableau solutions with access control and row-level filtering.

- Built client relationships and **proposed solutions to business challenges** for retail and CPG clients as part of the sales team, expanding the organization's BI footprint.
- Established partnerships with BI vendors (Alteryx, Domo) to secure preferred-provider status, and worked with the BI center of excellence to identify portfolio-wide opportunities.
- Extended web portal and embedded dashboard delivery (HTML, JavaScript, XML, CSS, PHP) and supported user transition to the new Workforce Insights platform.

BI Developer — Nike & GMACI

Sep 2010 — Feb 2014

India

- Developed Cognos reporting and Framework Manager models for SAP HR; tuned performance to meet client SLAs.
- Modernized mainframe reporting into next-generation analytics for the New Policy System, including SQL development and Informatica workflow automation.

EDUCATION · CREDENTIALS · RECOGNITION

Certificate, Machine Learning

Cornell University · Apr 2021

Certificate, Product Management

Cornell University · Nov 2020

PGDBA, Marketing

Symbiosis Centre for Distance Learning · 2012–2014

B.Tech, Information Technology

West Bengal University of Technology · 2006–2010

- Intro to Generative AI for Data Analysis — Microsoft
- Core Designer Certificate — Dataiku
- Alteryx Designer Core — Alteryx
- Tableau Desktop Specialist — Tableau
- Google Analytics Certification — Google
- Intro to CS & Programming Using Python — MIT
- IBM Cognos 10 BI Administrator · Reports · Metadata Modeling
- IELTS Band 8 — IELTS USA

Patent Filed

Virtual Cart Optimization Tool

Honors & Awards

Certificate of Appreciation · Feather in My Cap (×2) · Thanks a Zillion · IT Wiz 2005

Languages

English (Full Professional) · Hindi (Full Professional) · Bengali (Professional Working)