

Victor Chowdhury

DATA ANALYTICS & AI LEADERSHIP · ENTERPRISE INSIGHTS · APPLIED GENAI

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Analytics and AI leader with **16 years in the industry, including nine-plus years at Walmart**, currently running a 25+ person organization across four pillars. Builds the systems that make enterprise data usable — metric repositories, governance, experimentation practice — and the **AI agents that put insight in a leader's hands without a request queue in between**. Track record spans conversational AI, computer vision, connected assets, fulfillment economics, and membership growth, with a consistent pattern of moving analytics from **reporting what happened to shaping what the business does next**. Equally at home setting three-year data strategy and prototyping the thing that proves it.

SIGNATURE WORK

51% → 73.5%

Appeasement Strategy
CUSTOMER ENGAGEMENT

Right appeasement to the right customer; insights went on to shape Walmart+ adoption.

AISLE1

AGENTIC AI · CLAUDE + BIGQUERY

AI-driven insights product giving leaders direct visibility into metrics — governed, queried conversationally.

\$36M

CRM AI Savings
CUSTOMER ENGAGEMENT

Championed AI initiatives across CRM, measured and tracked through to realized savings.

30% → 70%

Self-Serve Rate
SIERRA VOICE AI

Lifted self-serve adoption with a consistent rise in CSAT alongside it.

\$330M

Asset Protection
INTELLIGENT RETAIL LAB

Loss prevented via proactive alerts on shifting theft patterns, shaping Product and Engineering fixes.

35%

GMV Lift
WFS · MARKETPLACE

Driven by transport partner acquisition, multi-channel strategy, and efficiency gains.

26%

Merchandise Sales Lift
FUEL & CONVENIENCE

Demand and in-stock signals that turned fuel traffic into inside-store purchases.

\$6M

Alteryx Contract
WIPRO · PRE-SALES

Single-handedly closed an exclusive vendor agreement from evaluation to signature.

LEADERSHIP & TECHNICAL CAPABILITIES

AI & Analytics Strategy / Roadmapping

Org Building & Talent Development

ML Deployment & Productionization

Forecasting & Workforce Optimization

Self-Service Analytics Enablement

Agentic AI & GenAI Applications

Operating Model & Data Governance

Executive Stakeholder Influence

Computer Vision & NLP Applications

Business Case & Investment Framing

Enterprise Metric & Semantic Layers

Experimentation & Causal Impact

Data Architecture & Modeling

Responsible AI, Risk & Privacy

Rapid Prototyping / "Vibe Coding"

EXPERIENCE — WALMART · 9+ YEARS

Director, Strategic Insights & AI — Customer Engagement Services

Jun 2025 — Present

Bentonville, AR · **Agentic AI, conversational AI, service economics**

- **Championed AI initiatives that drove \$36M in savings across CRM**, partnering with Product to deploy AI-based voice and chat agents on the CRM platform (Agent Assist) — pilot design, adoption tracking, scale-or-stop calls — and building the measurement that proved the case and tracked it through to realized savings.
- **Built "AISLE1,"** an AI-driven insights product giving leaders direct visibility into metrics and insights — a data analytics suite on Claude with a BigQuery backend serving as the org's governed metric repository and strategic insight layer. Leaders query certified definitions in natural language and get narrative answers with context, not just tables; the semantic layer keeps the number the same no matter who asks. AISLE1 absorbed the recurring ad hoc load that consumed analyst capacity and now powers "4-in-the-box" product, ops, and engineering reviews with a shared, current view.
- **Led the appeasement strategy for CES**, redesigning how the right form of appeasement reaches the right customer — segmenting by issue type, customer value, and prior resolution history. **Drove utilization from 51% to 73.5%**, and the underlying insights proved instrumental in shaping **Walmart+ adoption** strategy.
- Set **AI and analytics strategy across four pillars** (Self-Serve/Chatbots/AI, CRM, Workforce Management, Ops), leading a **25+ person team** and sequencing investment against service cost, resolution speed, and customer experience.
- Defined the **measurement framework for Sierra**, the AI voice assistant replacing traditional IVR — containment, resolution, cost per contact — used by leadership to judge the launch, and helped **increase self-serve rate from 30% to 70%** with a consistent rise in **CSAT**.

Director, Advanced Analytics — Walmart Fulfillment Services

Feb 2024 — Jul 2025

Bentonville, AR · **Middle mile strategy, ML deployment, seller growth**

- **Drove a 35% lift in GMV** through insights spanning new transport partner acquisition, multi-channel shipment strategy, and operational efficiency enhancements — connecting carrier economics, seller behavior, and network performance into a single view that shaped where the business invested next.
- **Deployed ML models and GenAI solutions into the analytics stack** — moving the team from descriptive reporting to predictive and generative capability, and applying LLMs to summarize network performance, surface anomalies, and compress analysis cycles for a multibillion-dollar business.
- Led the operations analytics organization for WFS, owning metrics, KPIs, and **data science models** across multi-channel solutions, Walmart Preferred Carrier, and Internal Consolidation.
- **Helped shape middle mile strategy**, including the build-out and operating case for **Internal Consolidation Centers** — modeling flow, capacity, and cost-to-serve to inform how volume moved through the network.
- **Drove adoption of Multi-Channel Fulfillment** by giving sellers accurate **seller and assortment strategy guidance** — built the KPI framework and presented weekly insights that shaped business strategy and prioritization.
- Grew the **Walmart Preferred Carrier program** using **ML models** to identify seller adoption propensity and surface carrier partnership opportunities, focusing commercial effort where conversion was most likely.
- Architected **integrated data models** spanning disparate source systems, creating the single trusted view leaders used to weigh cost-to-serve, capacity, and carrier trade-offs.
- Translated network economics into **one-page decision briefs** for 200+ leaders in Weekly Business Reviews, making complex trade-offs legible fast.

Director, Data Analytics — Intelligent Retail Lab

Jul 2022 — Feb 2024

Bentonville, AR · **Computer vision, emerging technology**

- **Prevented \$330M in loss for asset protection**, building proactive alerting that caught shifting theft patterns as they emerged and feeding those findings to Product and Engineering to prioritize and ship fixes ahead of exposure — turning shrink prevention from a lagging report into a live defense.
- Directed a team of **data analytics and machine learning professionals** in Walmart's store-of-the-future lab, driving efficiency and shrink reduction.
- Made **ground truth and system health** the quality bar engineering built against, feeding deep dives directly into roadmap reprioritization.

- Built the evaluation framework for **next-generation checkout** — RFID, computer vision, Digimarc — assessing feasibility, cost, and customer impact before scale decisions.
- **Patent filed:** Virtual Cart Optimization Tool.

Senior Manager, Data Analytics — Real Estate, Facility Services, Fuel & Convenience Feb 2020 — Jul 2022

Bentonville, AR · **IoT telemetry, foundational data architecture**

FACILITY SERVICES — IOT, ENERGY & ASSET INTELLIGENCE

- **Shaped the proactive maintenance strategy for combi ovens** across Walmart stores, using failure and usage data to move service from reactive to scheduled — **saving roughly \$15M.**
- Established the **foundational data architecture and IoT telemetry flows** for Walmart's Facilities Maintenance division — the infrastructure connected-equipment analytics ran on at fleet scale.
- Partnered with Product to deploy **Tech Assist**, monitoring live refrigeration and HVAC data so field teams got a signal before equipment failed.
- Built **energy and asset resiliency analytics** to optimize store energy consumption and equipment uptime, including a refrigeration alarms tracker that prevented frozen-food loss.
- Delivered a **fully automated, offline-capable tool** giving store leadership access to key metrics and insights on the go, with no connectivity required in-store.
- Delivered **tablet and mobile tools** putting asset intelligence directly in field managers' hands, and used spend analytics to tune maintenance investment and financial planning.

FUEL & CONVENIENCE — MEMBERSHIP & SITE ANALYTICS

- **Built competitive pricing intelligence** using government and third-party data, delivering proactive pricing alerts and smart suggestions to maximize traffic — **an 8.5% QoQ increase in gallons sold.**
- **Drove a 26% lift in merchandise sales** for the convenience business, giving associates and merchants demand and in-stock signals that turned fuel traffic into inside-store purchases.
- Built a **Google Maps-integrated inventory tool** combining fuel inventory alerts with consumer traffic flow to guide refill frequency and location, keeping sites stocked where and when customers needed them.
- Built the **strategy and data foundation** for the Fuel & Convenience division from the ground up.
- Partnered with the **Walmart+ product team to deploy fuel benefits for members**, tracking adoption and redemption and connecting fuel behavior to membership growth.
- Managed development of a **store 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 · **NLP, text analytics, platform build**

- Built the **enterprise safety metrics platform** for Sam's Club, giving every management level a shared view of incidents and exposure.
- Led **NLP-enabled data transformation**, training senior leadership to query their own data in free-form text — an early self-service win in both capability and adoption.
- Applied **text analytics** to diagnose root causes across the bottom 10% of clubs and target intervention precisely.
- Designed a ranking model for claims evidence completion that turned compliance into a performance loop for the field.
- Built solutions in **Tableau, Alteryx, Python, and R** across diverse sources; automated pipelines to improve data quality and delivery.

Senior System Engineer — Analytics & Visualization Technology Jan 2017 — Jul 2018

Bentonville, AR · **Enterprise platform ownership**

- **Drove \$1.5M in savings** on server efficiency and premium BI tool licensing, right-sizing infrastructure and consolidating tooling without reducing capability for the platform's 300K+ users.
- Owned an analytics platform serving **300K+ users** — capacity, row-level security, and enterprise self-service enablement.

- Designed a **data lake-based system landscape** to enable self-service, and delivered big data connectivity for finance transformation, optimizing dashboards over billions of Hadoop records.
- Ran vendor evaluations of emerging BI technology; consulted internally on complex analytical problems; enabled grocery store manager analytics.
- Led a team of support engineers and presented to a global internal audience of 650+.

EARLIER EXPERIENCE — WIPRO · 6 YEARS 5 MONTHS

BI Consultant — Nike Workforce Insights Network & Client Engagement

Feb 2014 — Jan 2017

Portland, Oregon Area

- **Single-handedly closed an exclusive contract with Alteryx worth \$6M**, building the vendor relationship from initial evaluation through to a preferred-provider agreement as part of the pre-sales team.
- Re-engineered HR data analysis and visualization, translating business requirements into technical standards and delivering Tableau solutions with row-level security.
- **Built custom solutions and data architectures for CPG customers** as part of the pre-sales team, proposing technical approaches to business challenges for retail and CPG clients and expanding the org's BI footprint.

BI Developer — Nike & GMACI

Sep 2010 — Feb 2014

India

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

TECHNICAL ENVIRONMENT

AI & ML: LLM applications, agentic workflows, GenAI summarization, NLP, computer vision, forecasting, causal inference · **Data:** BigQuery, Hadoop, data lake architecture, semantic/metric layers, dimensional modeling · **Languages & Tools:** SQL, Python, R, Alteryx, Dataiku, Tableau, Cognos, Informatica

EDUCATION · CREDENTIALS · RECOGNITION

Certificate, Machine Learning Cornell University · Apr 2021	- Intro to Generative AI for Data Analysis — Microsoft	Patent Filed Virtual Cart Optimization Tool
Certificate, Product Management Cornell University · Nov 2020	- Core Designer Certificate — Dataiku	Honors & Awards Certificate of Appreciation · Feather in My Cap (×2) · Thanks a Zillion · IT Wiz 2005
PGDBA, Marketing Symbiosis Centre for Distance Learning · 2012–2014	- Alteryx Designer Core — Alteryx	Languages English (Full Professional) · Hindi (Full Professional) · Bengali (Professional Working)
B.Tech, Information Technology West Bengal University of Technology · 2006–2010	- 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	