

Victor Chowdhury

PRODUCT LEADERSHIP · PRODUCT ANALYTICS · AI & DATA PRODUCTS

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Product-minded leader with **nine-plus years at Walmart**, embedded with Product, Engineering, and Design on AI and data products from problem definition through launch and scale. Builds the analytics that decide what gets built — **instrumentation, funnels, experiment design, and the success metrics a product is judged on** — across conversational AI, computer vision, connected assets, and membership. Leads a 25+ person organization today, and has shipped alongside product teams in customer service, facilities, fuel and convenience, fulfillment, and store innovation. Comfortable in the space between what the data says, what engineering can build, and what the customer actually needs.

SHIPPED WITH PRODUCT

Sierra Voice AI CUSTOMER ENGAGEMENT AI voice assistant replacing traditional IVR. Owned the measurement framework defining success.	Agent Assist CRM · CUSTOMER ENGAGEMENT AI voice and chat agents on an AI-based CRM platform. Partnered with Product from pilot to scale.	Tech Assist FACILITY SERVICES Live refrigeration and HVAC monitoring, giving field teams a signal before equipment failed.	Walmart+ Fuel Benefits FUEL & CONVENIENCE Member fuel benefit launched with the Walmart+ product team; adoption and redemption tracking.
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PRODUCT CAPABILITIES

Product Analytics & Instrumentation	AI / ML Product Development	Experimentation & Causal Impact
Product Strategy & Roadmapping	Discovery & Problem Framing	North Star Metrics & OKRs
Conversational AI (Voice & Chat)	Data Products & Platforms	Pilot Design & Launch Readiness
Adoption, Funnels & Retention	Agentic AI & Automation	Executive Stakeholder Influence
Cross-Functional Delivery	Responsible AI, Risk & Privacy	Rapid Prototyping / "Vibe Coding"

EXPERIENCE — WALMART · 9+ YEARS

Director, Strategic Insights & AI — Customer Engagement Services

Jun 2025 — Present

Bentonville, AR · **Product analytics, conversational AI, service experience**

- CRM pillar — partnered directly with Product to deploy AI-based voice and chat agents, working the full arc: requirements and problem framing, pilot design, launch readiness, adoption tracking, and post-launch iteration on what the data showed.

- **Own product analytics for the service portfolio** — instrumentation, journey funnels, containment and escalation analysis, and self-serve deep dives that told Product where customers dropped, why they called, and which experiences to rebuild first.
- Defined the **success criteria for Sierra**, the AI voice assistant replacing traditional IVR — containment, resolution, and cost per contact — and built the measurement framework leadership used to judge the launch.
- Delivered insight and decision support for **Agent Assist**, the AI-based CRM platform, and built AI agents that power "4-in-the-box" product, ops, and engineering reviews.
- Ran the **experimentation practice**: control-group testing, IVR modernization measurement, AHT trackers, and recovery of IEX forecasting accuracy from red to green.
- Established **metric governance** — definitions, architecture review, documentation and sign-off — giving Product one trusted source of truth for roadmap and prioritization decisions.
- Lead four analytics/AI pillars and a 25+ person team (Self-Serve/Chatbots/AI, CRM, Workforce Management, Ops).

Director, Advanced Analytics — Walmart Fulfillment Services

Feb 2024 — Jul 2025

Bentonville, AR · **Data products, marketplace & fulfillment**

- Owned the **metric and insight layer as a product** for a multibillion-dollar fulfillment business spanning multi-channel solutions, Walmart Preferred Carrier, and Internal Consolidation.
- Defined KPIs and shipped **ML and GenAI features** into the analytics surface where they changed a decision rather than adding a dashboard.
- Architected integrated data models across disparate sources — the foundation product and business leaders used to evaluate network trade-offs.
- Packaged findings as **one-page decision briefs** for 200+ leaders in Weekly Business Reviews, a format that made complex network economics legible fast.
- Partnered with business and product stakeholders to turn insight into shipped operating change.

Director, Data Analytics — Intelligent Retail Lab

Jul 2022 — Feb 2024

Bentonville, AR · **0 → 1 emerging technology, computer vision, checkout**

- Shaped product direction for the **computer-vision shrink prevention platform** in Walmart's store-of-the-future lab, using behavior, shrink pattern, and system parameter analysis to drive material improvements to the product.
- Made **ground truth and system health the quality bar** engineering built against; deep dives fed directly into roadmap reprioritization with software teams.
- Built the evaluation framework for **next-generation checkout concepts** — RFID, computer vision, Digimarc — testing feasibility, cost, and customer impact before scale commitments.
- **Patent filed**: Virtual Cart Optimization Tool.
- Directed a data analytics and ML team; presented product performance and improvement plans to senior leadership weekly.

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

Feb 2020 — Jul 2022

Bentonville, AR · **Connected-asset products, membership growth, field tools**

FACILITY SERVICES — CONNECTED ASSETS & FIELD TOOLS

- **Partnered with the Product team to deploy Tech Assist**, monitoring live telemetry from refrigeration and HVAC units so field teams got a signal before equipment failed — turning maintenance from a reactive queue into a proactive product experience.
- Built the **data and IoT foundation** — architecture, telemetry flows, asset hierarchy — that Tech Assist and downstream connected-equipment work ran on.
- Guided the team building **tablet and mobile tools for field managers**, putting asset intelligence in the hands of the people who act on it.
- Shipped a **refrigeration alarms tracker** that prevented frozen-food loss across stores, and improved the associate experience inside in-house work order tools.
- Used equipment and spend data to tune maintenance investment and financial planning for measurable savings.

FUEL & CONVENIENCE — MEMBERSHIP & SITE GROWTH

- **Partnered with the Walmart+ product team to deploy fuel benefits for members**, supporting launch and tracking adoption and redemption — connecting fuel behavior to membership growth and retention.
- Built the **strategy and data foundation** for the Fuel & Convenience division from the ground up, standing up the metrics a new business needed to operate.
- Shipped operator-facing solutions to **drive traffic and fuel volume**, and gave store associates the metrics to anticipate demand, sales, and customer satisfaction.
- Supported merchants and replenishment teams in keeping key offerings in stock across sites.
- Managed development of a **store reporting app for Android and iOS**, coordinating mobile development and big data teams.

REAL ESTATE — STORE INFRASTRUCTURE

- Supported store-infrastructure decisions with analysis connecting facility condition, capital plans, and operating cost.

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

Jul 2018 — Feb 2020

Bentonville, AR · **Internal platform, field adoption**

- Built the **safety metrics platform** used across every level of Sam's Club management to analyze and track incidents.
- Designed a **ranking model** for claims evidence completion that turned a compliance chore into a performance loop the field actually engaged with.
- Shipped **NLP self-service** so senior leaders could query their own data in free-form text, and trained them on it — an adoption problem as much as a technical one.
- Used text analytics to diagnose root causes in the bottom 10% of clubs and target intervention precisely.
- Ran **field inspections as user research**, grounding the model in how clubs actually operate and sharpening the guidance it produced.

Senior System Engineer — Analytics & Visualization Technology

Jan 2017 — Jul 2018

Bentonville, AR · **Internal platform ownership**

- Owned an analytics platform serving **300K+ users** — capacity, row-level security, and self-service enablement across the enterprise.
- Designed a data lake-based landscape that shifted the org 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 problems.
- Delivered big data connectivity for finance transformation, optimizing dashboards over billions of Hadoop records.
- 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 Tableau solutions with access control and row-level filtering.
- Ran **discovery and solution definition** with retail and CPG clients as part of the sales team, proposing solutions to business challenges and expanding the BI footprint.
- Built vendor partnerships (Alteryx, Domo) to secure preferred-provider status; supported user migration to the new Workforce Insights platform.

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 for the New Policy System, including SQL development and Informatica workflow automation.

EDUCATION · CREDENTIALS · RECOGNITION

Certificate, Product Management

Cornell University · Nov 2020

Certificate, Machine Learning

Cornell University · Apr 2021

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)