

# LEANNE SHEPHERD

Bentonville, AR | 816.604.8036 | leanneshepherd98@gmail.com | <https://careerwebfolio.com/leanneshepherd/>

## SENIOR PROGRAM & PRODUCT MANAGER

**Implementing Technology • Improving Processes • Building Customer & Vendor Relationships**

**Action-Oriented, Customer-Centric Program & Product Manager** with extensive experience in technology implementation, customer relationship management, process improvement, vendor management, and omnichannel innovation for the retail, e-commerce, and telecommunications industries. Successful at leading global technology implementations for major retailers to improve financial reporting consistency worldwide and enhance customer experience. An influential cross-functional leader cultivating productive relationships and building high-performance teams to deliver innovative solutions.

### CORE COMPETENCIES

- Project & Program Management
- Team Leadership & Development
- Omni-Channel Innovation
- Customer Relationship Management
- Process Improvement & Operational Metrics
- Vendor Relations & Contract Management
- Strategic Planning
- Emerging Markets
- Client Engagement

### PROFESSIONAL EXPERIENCE

**Walmart, Inc. | Bentonville, AR**

**2008 – Present**

*The world's largest retailer with \$514 billion in earnings and 2.2 million employees.*

#### **Principal Program / Product Manager, International Division | 2014-Present**

Manage strategy for finance and indirect procurement with the markets on technology. Facilitate steering committees to align markets and tech initiatives with the overall corporate strategy. Devise project roadmaps, budgets, and priorities. Lead cross-functional teams of six and managed initiative budgets of \$20 million to \$40 million. Provide portfolio guidance for quarterly business reviews, annual operating budgets, and market technology refresh strategy.

- **\$5 million in annual savings achieved** in additional licensing fees by leveraging a swap-out process for outmoded software at a reduced rate.
- **Created and introduced a business case planning process** to standardize initiative alignment with the business, markets, and technology within the spend management domain, enabling the organization to devise evaluation criteria that jettisoned ambiguity in prioritization and funding.
- **\$20,000 in per-incident audit fines avoided** by implementing tax compliance initiatives in Costa Rica that met government requirements and timelines with minimal defects.

#### **Senior Project Manager | 2008-2014**

Led development and execution of the largest finance implementation for corporate SAP enterprise asset management and accounts payable systems in the U.K., North American, Japan, Mexico, and Argentina.

- **Mentored five technical and software development associates** to win internal promotions by providing leadership opportunities, development, and coaching.
- **Reduced reporting time to Wall Street through consistent financials** by overseeing the full launch of the SAP technology solution in Argentina to provide strategic direction and successful delivery to market; this project was part of a global effort involving six countries, 800+ staff and vendors and a total daily cost of \$1 million.

**Cabela's | Sidney, NE**

**2001 – 2008**

*The world's foremost outfitter and \$2 billion multi-channel retailer of outdoor consumer products.*

#### **Customer-Facing Development Manager**

Oversaw retail, internet, and catalog revenue-generating business programs and applications. Led a team of 45+ application architects, project managers, and developers to transform technology and translate that into a sales growth engine of \$41 million. Spearheaded strategic initiatives to modify processes through imaginative technology projects.

- **Prevented revenue losses** by avoiding system downtime and streamlining technical implementations through the identification of interdependencies between the mainframe, POS system, and corporate website and the sequencing required to execute implementations.

- **Enriched the customer experience** by replacing legacy technology to deliver consistent branding through a multi-channel retail strategy that made finding products in stores, online, or printed catalog easier for customers.
- **Negotiated the \$5 million-value corporate ERP software contract** to ensure the system conformed to and propelled corporate growth requirements.
- **Earned the annual Cisco award for customer experience excellence** by updating the company website to ensure brand image consistency and simplicity for consumers to find products.

## PREVIOUS EXPERIENCE

### Birch Communications, Inc. | Kansas City, MO

*A startup telecommunications company.*

#### Corporate Program Manager

Initiated a PMO to provide oversight for the \$50 million CRM implementation. Supervised 25 to 36 professionals and 75 project team members across eight departments.

- **Delivered the PMO within the \$50 million budget and 18-month schedule** to oversee the customer relationships management implementation consisting of 15 initiatives.

### Sprint Telecommunications, Inc. | Kansas City, MO

*A telecommunications company later acquired by T-Mobile.*

#### General Manager

Managed the prepaid card and internet account management website. Direct 60 development and QA engineers.

- **\$15 million in functionality delivered to market** in record time, earning the quarterly award for exemplary performance by instituting system lifecycle development standards within the account management website that increased delivery of quality applications and reduced time-to-operation by nine weeks.
- **20% surge in customer satisfaction** of the account management website usage attained by soliciting and applying customer feedback to create customer-facing capabilities.

### Farmland Industries / Ernst & Young | Kansas City, MO

*A cooperative joint venture of 600,000 farmers and producers generating \$12 billion annual revenues.*

#### General Manager

Guided internal process improvements, POS retail system, and SAP meat facility implementations.

- **Revolutionized the industry** by tracking product information from manufacturing to application and providing just-in-time inventory tracking.
- **Utilized a team of construction cost engineers** to provide tracking deliverables to plan; created standards for project reporting and control as the PMO leader for implementation for SAP meat manufacturing product line.

## EDUCATION & PROFESSIONAL DEVELOPMENT

### University of Missouri - Kansas City

Electrical Engineering Program

### Project Management Institute (PMI)

Project Management Professional (PMP-expired)  
Previous Board Member of Local NWA Chapter

### RAPID – Responsible Agricultural Products in Distribution

Previous Board Member