

Maverick Jackson

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PROFESSIONAL SUMMARY

Walmart Supply Chain leader with five years in the network, promoted from the technician bench into management and now Reliability Manager at DC 7034. The last two-plus years have centered on deploying a network-wide corporate change program at the facility level, building and delivering training for technicians, peer managers, and senior leaders, and getting frontline associates to adopt new standards and tools, including software tools built in-house. Led the site through Walmart's RO 2.0 reliability transformation, overseeing every workstream owner, including Technical Training and Leader Standard Work, through Step 0 and most of Step 1. Named High Potential and Successor after year one in management. Founder of Proto Node Labs, building apps that small businesses run on every day.

CORE STRENGTHS

- Facility-level deployment of corporate and home office initiatives
- Change leadership: stakeholder alignment, site communication, adoption tracking
- Training program coordination, delivery, and effectiveness measurement
- Training materials, standard work, and visual management
- Associate and leader development, cross-training, and succession
- Cross-facility best-practice sharing and peer networks
- Change KPIs, progress audits, and reporting to Director and VP level
- Safety and compliance training: Arc Flash, Lockout/Tagout, OSHA, PIT
- Power BI, Excel, PowerPoint, Teams, SharePoint, Workday

PROFESSIONAL EXPERIENCE

Walmart | Reliability Manager

DC 7034 | Smyrna, DE | 2026 to Present

- Conducts Code Puppy training for night shift managers, getting peer leaders working with AI-assisted workflow tools.
- Built Baseline, a Leader Standard Work completion app with associate schedule tracking, giving leaders one place to see what was done and who is on shift.
- Partnering with Asset Protection on a fire system tracker application for the facility.

Walmart | Reliability Manager

FC9097 (NJ3 Market Warehouse) + FC2011 (ICC) | Pedricktown, NJ | Feb 2024 to 2026

Scope: Reliability Manager for two co-located fulfillment centers, including about a year as the sole maintenance leader on site. Nine maintenance technicians and one parts clerk, 24/7 coverage over four shifts. Member of the facility leadership team and capital budget owner for FC9097 maintenance. Promoted directly from the technician bench and recognized as successor to the Maintenance Operations Manager within the first year.

Change Leadership and Corporate Initiative Deployment

- Led the site deployment of Walmart's RO 2.0 reliability transformation as the manager over all workstream owners, including Technical Training, Planning and Scheduling, Preventive Maintenance, KPI Review Process, and Leader Standard Work. Took the site through its Step 0 divisional assessment, passed in December 2025, and nearly through Step 1 before transferring to Smyrna.
- Authored the site deployment presentation and built the rollout dashboards, trackers, and action plans that kept facility leadership and the project team working from one picture of progress.
- Raised the M&R site assessment score from 62 to 71 percent quarter over quarter, with the Services category up 16 points; results reviewed at Director and VP level.
- Led frontline adoption of CMMS work order standards where no formal program existed, changing how technicians on four shifts document work, downtime, and parts usage so that reporting and root cause analysis could be trusted.
- Replaced paper and PDF inspection forms with an interactive PM Checklist Hub covering 17 equipment types across both sites, built for field devices and packaged so peer sites could adopt it.
- Ran weekly planning meetings with Operations leadership (GM, AGM, Inbound, Outbound, ICC) plus separate day and night shift syncs, keeping priorities and messaging consistent across 24/7 coverage.

- Led the maintenance side of a full site closure while running the home site: coordinated decommissioning and transport, and redistributed roughly \$500,000 in recovered assets across four Walmart distribution centers and one Sam's Club distribution center.

Training and Associate Development

- Hosted training sessions and open office hours for peer managers and senior leadership on new reporting and AI-assisted workflow tools, and wrote an onboarding guide so other managers could get started without one-on-one support.
- Sourced Arc Flash, Lockout/Tagout, and on-site PIT training for the department through vendor partnerships, and secured two home-office seats for advanced electrical troubleshooting, then drove knowledge transfer back to the wider team.
- Hired, onboarded, and developed technicians; promoted an associate to Technician Level 1 Full-Duty through a structured development pathway.
- Turned a motor rebuild initiative into hands-on upskilling for technicians, saving at least \$2,000 per unit against replacement.
- Coached a new maintenance clerk and paired her with peer contacts at other sites, so she was working to network best practice from the start.
- Built support and knowledge-sharing relationships with reliability teams at multiple distribution centers, and used them to resolve long-standing site issues.

Results and Measurement

- Sustained 800-plus consecutive days without a recordable incident across the dual-site team.
- Grew preventive maintenance catch rate from 7 to 21 issues per month, a 191 percent increase, as inspection standards and checklists took hold; 128 failures caught proactively in the most recent six months.
- Automated 12 daily reporting metrics across CMMS, Power BI, and Teams, cutting daily reporting effort by 30 to 90 minutes.
- Built a monthly compliance audit tool that cut prior-month review from 1 to 2 hours down to roughly 5 minutes, surfacing gaps early enough to act on.

Walmart I General Maintenance Technician

FC9097 (NJ3 Market Warehouse) I Pedricktown, NJ I Aug 2021 to Jan 2024

- Served as the trusted night-shift resource and cross-functional liaison between maintenance and operations in a high-volume 24/7 facility.
- Participated in root cause analysis tied to safety, equipment reliability, and operational improvement.

Proto Node Labs LLC I Founder

Delaware I 2025 to Present

- Builds internal tools and workflow automation for small service businesses, with a focus on systems that non-technical frontline users will actually adopt.
- Built a timesheet app and an inventory app that client businesses run on day to day: staff at two businesses clock in and out through the timesheet app, and a stonework business tracks its inventory in the other.

Safelite AutoGlass I Auto Glass Technician

Wilmington, DE I Aug 2019 to Aug 2021

- Delivered mobile field service across a regional territory with direct customer contact, holding high service-quality and safety standards.

CERTIFICATIONS AND TRAINING

- Leading People, Harvard ManageMentor, Harvard Business Publishing, 2025
- Six Sigma White Belt, Packt, 2025
- Lean Six Sigma Yellow Belt, In Progress
- Google Cloud Digital Leader, 2026
- Arc Flash Electrical Safety and Lockout/Tagout
- Welding and OSHA Certificate Program, Delaware Technical Community College

EDUCATION

Southern New Hampshire University I BS Computer Science, In Progress (Live Better U)

University of Delaware I Newark, DE I Coursework in Sustainable Development

Caravel Academy I Bear, DE I High School Diploma