

JOHN WHITMAN

Product leadership · Enterprise systems · Applied AI

Remote opportunities or Northwest Arkansas / Bentonville, Arkansas

johndw@gmail.com · linkedin.com/in/johnmwhitman

PROFILE

Product and systems leader with more than twenty years across technology delivery, architecture, product and program management. Builds cross-functional teams, develops people, and translates business problems into clear product and technical decisions. Currently Director of Product Management at America's Car-Mart, with hands-on experience using Palantir Foundry, AIP, AI FDE and Pilot, alongside independent AI systems work.

EXPERIENCE

America's Car-Mart

Director of Product Management · January 2025–present

Business Research, Delivery & Product Director · May 2023–January 2025

- Established the product management function and a cross-functional delivery model bringing together product, business analysis, UX, QA and engineering.
- Led product work on enterprise payments, customer account services and operational systems, connecting business requirements, platform choices and delivery priorities.
- Designed the architecture and launched production Palantir Foundry systems with AI-first user experiences, including quote, repair and invoice workflows with automated processing and human review; external repair shops were required to use the product to submit quotes and invoices.
- Established delivery practices spanning requirements, sprint planning, Jira workflows, design standards and executive reporting.
- Led internal AI training on practical capabilities, prompting and product workflows.

Few

Director of Operations · January 2022–January 2023

Director of Strategy · June 2020–January 2022

- Established the Strategy department and UX practice, hiring and developing practitioners and defining a product-oriented delivery approach within a creative agency.
- Led strategy and UX work for an enterprise retail digital-shelf initiative involving software and physical hardware.
- Worked with multidisciplinary teams on experiential commerce and interactive digital experiences.
- Moved into Operations to extend the delivery model across the organization.

J.B. Hunt Transport Services

Expert Program Manager · August 2018–January 2019

- Led cross-functional delivery of an enterprise identity and access management initiative, coordinating technology, security, HR and operations.
- Worked with executive leadership and industry partners on architecture for blockchain-based logistics workflows.

VML / Rockfish

Program Director, Solutions Delivery · August 2012–August 2018

- Built a program and product management practice, leading nine managers across three offices, including senior staff.
- Led Walmart's Supplier Portal Allowing Retail Coverage (SPARC), a supplier-facing product supporting registration, account administration, employee management and training workflows.
- Led enterprise digital delivery and coordinated product, technology and client stakeholders around complex programs.
- Contributed to retail inventory visibility and omnichannel systems, combining architecture, delivery and commercial considerations.

R&R Solutions

Program Manager & Technical Sales Engineer · December 2006–August 2012

- Managed national retail technology deployments and field delivery teams.
- Combined technical planning and customer engagement to translate deployment requirements into executable programs.

Early career

Technology deployment and systems support · February 2002–December 2006

Supported enterprise retail infrastructure and deployment programs, including work in Walmart environments through technology partners.

INDEPENDENT WORK

AI systems design and operation · 2026

Designs and operates AI-assisted workflows spanning model routing, agent coordination, work verification and continuity. Uses agent-assisted implementation while retaining responsibility for architecture, task design and evaluation.

Real estate investment and residential rehabilitation · January 2019–June 2020

Managed a residential renovation and investment project in Northwest Arkansas.

Photo Love Photography — Co-founder & Operations Manager · February 2009–June 2020, concurrent with other roles

Built and operated a small creative business alongside a full-time technology and delivery career.

CAPABILITIES

Cross-functional team leadership · Product and program management · Enterprise architecture · Enterprise administration products · Business discovery · Product operating models · UX practice development · Executive communication · Payments and operational systems · Identity and access management · Applied AI workflows · Palantir Foundry, AIP, AI FDE and Pilot