

Rohit Mulgund

Operator. Builder. Advisor.

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Executive operator with 20+ years across operations, technology, retail, supply chain, last-mile, digital businesses and membership. Experience spans building enterprise technology, developing new operating capabilities, leading large-scale P&Ls, transforming delivery networks and advising leadership teams on strategy, operations, products and AI.

PROFESSIONAL EXPERIENCE

Mulgund Advisory

Founder & Principal

2025 — Present

- Works with C-suite leaders, PE-backed operators and enterprise transformation teams across retail, logistics, supply chain and last-mile.
- Advises on strategy, operations, product transformation and AI.
- Supports selected organizations through fractional executive leadership.

Alto Pharmacy

Head of Delivery

2023 — 2025

- Led transformation and scale of last-mile strategy.
- Held P&L responsibility in delivery fulfillment operations
- Led team across operations, data science, product operations, product and UX
- Helped transition the delivery model from 1P toward 3P, reducing cost per delivery by 30%.
- Expanded same-day and next-day capability to approximately 98% of U.S. households.
- Improved NPS from 70 to 85 and OTIF from 90% to 98.5%.

7-Eleven

GM / Head of Digital —
7NOW & Skipcart

2022 — 2023

- Managed a \$600M+ digital delivery P&L.
 - Led digital strategy across 7NOW, marketplaces, customer experience and delivery operations.
 - Increased digital revenue 30% in one year.
 - Led a 120-person cross-functional organization.
 - Managed integrations across major delivery marketplaces and providers.
 - Led transformation of the Skipcart platform across B2B and B2C delivery.
 - Increased Gold Pass membership 20% year over year, with members delivering a 25% higher average order value.
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Walmart

Multiple Leadership Roles

2015 — 2022

Director — Walmart+ Membership

2021 — 2022

- Led Walmart+ member retention initiatives.
- Worked across acquisition, benefits, product, finance and member experience.
- Led analytics-driven retention work associated with a 35% improvement in member retention.

Associate Director — International Supply Chain Strategy

2019 — 2021

- Led transportation, WMS and supplier-management strategy across multiple international markets.
- Developed supply-chain technology roadmaps and initiative prioritization.
- Worked across last-mile, track-and-trace, returns and control-tower initiatives.
- Led e-commerce returns transformation.

Senior Manager — E-Commerce & Next Gen Supply Chain

2015 — 2019

- Founding member of Walmart's last-mile delivery organization.
- Helped expand e-commerce delivery to 4,000+ stores.
- Helped reach approximately 90%+ of U.S. households.
- Developed national e-commerce grocery delivery strategy and roadmap.
- Managed delivery-provider strategy, evaluation, negotiations and onboarding.

Kiran Analytics

Director, Business Strategy

2004 — 2015

- Founding member of an enterprise analytics company.
- Contributed to product roadmap and strategy for workforce-optimization SaaS.
- Led and supported enterprise implementations and customer engagements.
- Company later became part of Verint.

EDUCATION

Colorado State University

Master of Business Administration

Western Michigan University

Master of Science, Industrial Engineering

Karnataka University

Bachelor of Engineering, Industrial Engineering

CREDENTIALS

Six Sigma Green Belt

Institute of Industrial Engineers

Business and Organizational Leadership

Dale Carnegie

Gen AI for Data Scientists Specialization

IBM · 2025

Gen AI for End-to-End Data Science Modeling

Dallas Data Academy · 2025

AI Strategies for Business Transformation

Kellogg School of Management · 2026