

# MARK WALKER

**President and Chief Operations Officer  
Velocity, A Managed Services Company**

As president and chief operations officer, Mark leads the company's strategic goals and has been an integral part of Velocity's transformational journey—optimizing business operations, driving sustainable top-line sales and delivering innovative technology solutions. With over 25 years of retail, hospitality, and manufacturing technology experience, Mark's focus is putting customers first and ensuring his team delivers the best customer experiences than any managed service provider in the industry.



With a firm belief that delivering great customer service stems from having a great company culture, Mark is highly involved in strengthening Velocity's employee value proposition as the company works to become an employer of choice.

Prior to Velocity, Mark held various leadership roles in information technology, strategy and architecture, cybersecurity, and service management at various companies, including Ashley Furniture, Extended Stay America and Ahold Delhaize.

Mark has worked with large global retailers with sales ranging from \$6 billion to \$60 billion and has experience with more than 20 mergers and acquisitions. But one of his most valuable skills is translating difficult technical concepts into business-friendly language, ensuring that his clients have a full understanding of both the value and the impact of the concept in question.

Mark has served on several executive-level advisory councils for companies, including Cisco and Motorola, and has used his expertise and experience to guide their technology roadmaps and service offerings.

Mark holds a master's degree in information technology management from Colorado Technical University, a bachelor's degree in information systems management and an associate degree in electrical engineering. He also holds CISSP and ITIL certifications.

