

EMPLOYMENT BACKGROUND

JIM LUNGARO CONSULTING – SAN JOSE, CA
Product Management Consultant & Entrepreneur

August 2013-Present

- Provides technical consulting services to merchants who wish to develop a physical brick and mortar, online, and a mobile customer omnichannel experience. Additionally, provides technical consulting to vendors within “the payments and commerce ecosystem” that provide payment solutions to merchants and consumers. Helps companies with the development and implementation of product lifecycle management, product and technical product management and program management. Provides EMV and PCI ‘boot camps’ to merchants.
- Works with executive level corporate management teams, product management and engineering teams to analyze existing products and services and determine what new features can be added in order to provide them with a competitive differentiation while addressing the issues of certification, compliance and support.
- Has independently developed patent pending product designs for big box merchants, restaurant & bar, and small and quasi merchants. Is prepared to license these wholly owned products and processes with existing and potential consulting clientele, as aforementioned, and ideally with prospective employers.

JCPENNEY – PLANO, TX
Director – Innovation and Transformation

May 2012- July 2013

- Business and technical lead for product strategy development and product ideation of next generation mobile payment acceptance devices for the company’s retail store systems group.
- Responsibilities also included managing relationships with point-of-sale (POS), and electronic cash register manufacturers and other related POS vendors.
- Created critical business and high-level technical information concerning POS systems and presented that information to the CTO, SVP of Retail Systems and the VP of Retail Systems; thus driving project support among key decision makers of the Executive Management Transformation Team at JCP.
- As a member of the “T3-Transformation Team”, developed mobile wallet analysis, mobile wallet definition and ideation, vendor evaluation and vendor selection. Also developed an omnichannel approach to in-store, on-line and mobile commerce; with a particular focus on a transformative customer experience enabled by tech.
- Acted as JCPs representative to the GSI standards work group, as well as participating in speaking engagements, industry panel discussions and cooperative retailer collaboration sessions (e.g. MCX, Motorola).

AMAZON.COM – SEATTLE, WA
Principal Product Design Manager, Innovations – Global Payment Systems

April 2011–June 2012

- Payments innovation leader within the GPS Payments Team at Amazon. The team spearheaded the development of payments related business plans for presentation to Amazon’s Executive Management Team (“S-Team”) and CEO. Later launched as the Amazon Local Register application for iOS and Android phones.
- Leading hardware product designer/manager and worked with dozens of world-class POS vendors, ECR vendors, and payment processors in support of the execution of the aforementioned business plan and launch.
- Management designated liaison with adjacent Amazon internal organizations working on related programs or programs that could be leveraged in order to create a new business around Amazon Local Register.
- Program lead for co-development efforts with Kindle and Lab 126 organizations for the development of payments hardware and software (including but not limited to the Amazon Local Register application).
- Drove several Amazon mergers and acquisitions evaluations which included warrant investment consideration and recommendations to the senior management team and Amazon’s CEO.
- Providing operational input for development of ongoing operational planning cycles, Program Management Organization (PMO) intake and prioritization process development.

JIM LUNGARO CONSULTING SERVICES
SOFTCARD – ATLANTA, GA
Consultant - POS Merchant Solutions & Mobile Commerce

Oct 2010–March 2011

- Worked with AT&T, Verizon, T-Mobile, Discover and Barclays Bank on mobile commerce initiative based on Near Field Communications (NFC) design elements.
- Acted as focal point and industry subject matter expert attending to Merchant POS enablement of NFC for big box, mid-tier, small and emerging quasi-merchant segments.

BLING NATION – PALO ALTO, CA
Acting Director, Merchant Solutions

- Created project plan for development through deployment of a community payment network service, using various wireless technologies including cellular CDMA, GPRS, and MiFare contactless technology.
- Applied expertise in point of sale (POS) device selection to determine primary vendor of choice for design and production of terminal devices and contactless RFID (Mifare) tags.

APPLE – CUPERTINO, CA
Project Manager, Integrated Systems and Technology Group

Feb 2005–March 2008

- Team leader of the global pilot, rollout and subsequent phases of the revolutionary “EasyPay POS Payment Devices” for Apple Retail Stores. Was team leader in the development of retail email receipts.
- Business liaison between the Apple Retail Systems Group and the iPhone Product Development Group.
- Acted as subject matter expert specializing in the development of wireless, handheld Point-of-Sale (POS) devices for use in Apple retail stores worldwide.
- Managed project teams to generate the product roadmap for wireless POS infrastructure: requirements, development, testing, implementation, and production support.

VIVOTECH – SANTA CLARA, CA
Senior Product Manager

2004-2005

- Responsible for developing the strategic marketing direction for a leading provider of Near Field Communication (NFC) hardware and software technology.
- Documented market requirements for large retail merchants and major card associations (Visa, MasterCard, American Express).
- Created product requirements documentation (PRD) and product roadmaps for a three-year timeframe.
- Analyzed market size and costs to calculate potential ROI for new business and payments products.
- Drafted responses to request for proposal or information (RFP/RFI) and provided those to sales manager.

GLENBROOK PARTNERS – MENLO PARK, CA
Technology Consultant Subcontractor

2001-2004

- Worked as industry consultant, liaison and facilitator between POS terminal and check processing manufacturers, software middleware providers, acquiring banks, card associations and corporate clientele.
- Generated RFP/RFI for credit, debit, loyalty and pre-paid card programs on behalf of large fast food retailers, restaurants, and specialty retail chains.
- Solicited quotations for beta pilots and rollout of hardware, software and services from leading terminal device manufacturers, smart card vendors, and electronic fund transfer (EFT) companies.

EDUCATION

SAN FRANCISCO STATE UNIVERSITY
BS – Business Management

1988

More information and references are available upon request.