

Louis R. Jackson, Jr.

SENIOR DIRECTOR OF ENGINEERING

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EXECUTIVE SUMMARY

Engineering executive with 35+ years in software development and a proven record leading global, business-critical software portfolios, modernizing strategic platforms, transforming SDLC economics with AI, and building high-performing engineering teams. Trusted by senior executives for strategic clarity, operational discipline, stakeholder influence, talent development, and measurable business impact across revenue enablement, digital commerce, customer and partner experience, security, quality, and cost optimization.

350+ software professionals led	\$130M development spend led	\$16–20M annual AI-driven savings	9 United States patents
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EXECUTIVE DIFFERENTIATORS

Operational Excellence • Business-Linked Delivery • Global Engineering at Scale • AI-Native Transformation
Supplier & Cost Leadership • Talent Development & Culture Builder • Executive Influence & Stakeholder Trust

PROFESSIONAL EXPERIENCE

HP Inc. Houston, Texas

Sr. Director, Lead To Order Software Development

March 2025 – Present

HP Inc. | Digital Technology Software

Lead a global organization (U.S., China, Colombia, India, Europe, and Mexico) of 350+ software professionals, including 9 managers and 75 full-time engineers. Responsible for advancing HP's digital transformation and Lead-to-Order strategy by modernizing strategic platforms and enhancing customer, partner, and employee experiences through innovative, scalable software solutions.

- **AI-driven SDLC transformation.** Consolidated 11 suppliers to 5 and deployed agentic AI SDLC accelerators, delivering a 12–15% cost reduction on \$130M spend (\$16M–\$20M annually) while improving development velocity, rework, and cycle time.
- **Lead-to-Order modernization.** Modernized CPQ, eCommerce, and subscription platforms, enabling 35% faster quote cycle times, 99.6% order accuracy, and \$2.1M annualized savings, with eCommerce systems processing \$7B in annual revenue.
- **Workforce optimization.** Converted critical contingent roles to FTE and rationalized resource allocation, delivering \$1.1M in annual savings while preserving continuity for priority programs.
- **DevSecOps.** Directed remediation of high-severity Azure Pipelines agent vulnerabilities, eliminating the identified exposure and aligning to enterprise security standards.
- **Strategic sourcing.** Led the Software Development RFP technical assessment and cross-functional execution approach, establishing the foundation for approximately \$51M in savings over three years.
- **Sales Compensation reliability.** Reduced cloud infrastructure cost by 30% and production tickets by 35% year over year while sustaining greater than 99.5% job success.

Director, Software Engineering

HP Inc. | Enterprise Digital Services

June 2022 – March 2025

Led a global organization (U.S., Brazil, India, Europe) of 206 personnel, including 8 software managers, 64 full-time engineers, and 134 contractors, transforming HP into a digital-first company through connected, personalized, and simplified digital solutions.

- **Data modernization.** Directed migration of 432M+ profiles to myIdentity, enabling \$400K per year in projected savings; eliminated outdated Reltio profiles, reducing licensing costs by about 20%.
- **AI adoption.** Reduced the contract worker budget by \$656K annually by adopting GitHub Copilot for all software development engineers.
- **Vendor enablement.** Enabled Wipro and Capgemini operations in Brazil, generating \$600K in annual savings, and negotiated Quest software discounts worth \$201K.
- **Platform efficiency.** Transitioned EDS Runtime Logging to RaaS in production, saving \$360K annually; delivered \$65K in infrastructure right-sizing and retired legacy automation services (\$10K per quarter).
- **Fraud prevention.** Stopped ongoing SMS fraud through Arkose Data Exchange, halting more than \$212K in losses.

EARLIER CAREER

Sr. Manager, Commercial Software Technical Program Management	HP Inc., Houston, Texas	2020 – 2022
Sr. Manager, Displays & Accessories Hardware & Software Engineering	HP Inc., Houston, Texas	2018 – 2020
Sr. Manager, Cloud Client Windows Development & Program Management	HP Inc., Houston, Texas	2012 – 2018
Manager, Commercial Software Development	Compaq Computer Corporation / HP, Houston, Texas	2000 – 2012
Software Development Engineer / Manager	Fourth Wave Technologies, Troy, Michigan	1997 – 2000
Software Development Engineer	Internal Revenue Service, Information Systems Division, Detroit, Michigan	1989 – 1997

EDUCATION & PROFESSIONAL DEVELOPMENT

Bachelor of Science in Computer Science, with High Distinction	University of Michigan–Dearborn	
Executive Academy Graduate	Information Technology Senior Management Forum (ITSMF)	2021
Management Academy Graduate	Information Technology Senior Management Forum (ITSMF)	2019

AWARDS & HONORS

Mentor of the Year	Information Technology Senior Management Forum	2025
Co-Author, Conversational Insights: From Great Minds, Volume 6	ISBN 978-1-7365068-1-3	2021
Management Academy Scholar of the Year	Information Technology Senior Management Forum	2019

UNITED STATES PATENTS

Establishing communication connections | 12,457,648
Computing device expansion system | 10,234,910 • 9,612,628
Dual-mode tablet input system with primary computer | 9,053,250
Flat panel computer with display | 7,295,429 • 7,149,080 • D528,111 • D529,490 • D546,824