

DARREN MACDONALD

Chief Customer Officer

As Chief Customer Officer, Darren is responsible for overseeing all aspects of Petco's digital business, including e-commerce, the Petco app, prescription fulfillment and a growing employer wellness benefits offering, while driving a continued focus on incubating new ideas and furthering innovation across the company. He is also responsible for marketing, enterprise analytics and data science, customer service, loyalty and membership.

An accomplished innovation executive, Darren brings to this role 20 years of global digital strategy and business development experience, and has served in senior roles with Walmart, IAC and Avery Dennison Corporation.

Prior to joining Petco, Darren managed Walmart's US e-commerce entertainment business where he grew market share and oversaw merchandising, planning, supply chain, marketing, business development, site experience, finance, human resources, product and engineering teams.

Darren holds bachelor's degree from University of California, Berkeley and a master's degree in business administration from University of California, Los Angeles. He is based at Petco's National Support Center in San Diego.

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