



**Jim Sappington**  
**Executive Vice President, Operations, Digital and Technology**  
**McDonald's**



Jim Sappington is charged with evolving the customer experience to exceed changing expectations. Having led efforts to upgrade the company's global information and technology platforms, he is passionate about the role of innovation in driving an enhanced experience. He is committed to making it even easier for customers to order, pay for and be served the great-tasting food and beverages they can only get at McDonald's.

Sappington has held several leadership roles in information technology at McDonald's, including U.S. vice president and chief information officer, corporate vice president of global technology and global chief information officer.

Bringing deep experience on the front lines of the business, Sappington worked behind the counter as part of an accelerated operations program and as vice president and general manager of the northwest region. He began his McDonald's career in 1987 as an accounting manager.

Sappington holds an MBA with an emphasis in Management Information Systems from DePaul University and a bachelor's degree in Accounting from the University of Missouri.