



# Introduction to FedEx IT

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# Safety Tips for College Students

There are approximately 3,800 fires in university housing in the US annually. Most of these fires occur between the hours of 5-10 pm.

## 1. Alarms

- Make sure you can hear the building alarm.
- Do not cover or hang anything of a fire sprinkler.
- Keep halls, exits, and stairs clear.
- Know 2 ways out of every room.
- Keep your room/building key near your bed to quickly take with you in the case of a fire alarm.

## 2. Cooking

- Cooking fires account for 85% of university housing fires.
- Stay in the kitchen when cooking.

- If a fire starts in a microwave, keep the door closed and unplug the unit.

## 3. Electrical Safety

- Check your school's rules before using electrical appliances.
- Do not overload circuits.
- Never use an extension cord.
- Plug appliances directly into the wall.

# Agenda

- 1. Enterprise Culture**
- 2. IT Management**
- 3. FedEx 50**
- 4. One FedEx**
- 5. Business Agility / Agile**
- 6. Software Craftsmanship**
- 7. IT Positions**
- 8. 2024 Summer Internship Program**



## Enterprise culture

A FedEx culture built on our PSP foundation with common values, language, tools, and behaviors that will accelerate our strategic operating principles of compete collectively, operate collaboratively, and innovate digitally, allowing us to be fast, flexible and focused.

Our culture values reflect who we are and empower us to deliver great results. With one FedEx culture, we:



Take care of each other



Commit to do good



Own outstanding



Drive business results



Create what's next

- We put safety above all.
- We make “safety” a place, a habit, and a mindset.
- We bring our whole selves to work.
- We value our differences and believe every voice counts.
- We make connections.
- We seek ways to protect our planet.
- We do the right things the right way.
- We help communities thrive.
- We make every experience matter.
- We simplify and work smarter for our customers.
- We find ways to stand out from the crowd.
- We are fast, flexible, and focused.
- We know how our roles support the business.
- We deliver results aligned to our strategy.
- We invest wisely to drive profit.
- We create value for our shareholders.
- We anticipate the future.
- We stay curious.
- We act now to stay ahead.
- We provide a path to growth for everyone.

**“I will make every FedEx experience outstanding.”**

- We can build on our success by adopting three behaviors:
  - Put my customers first.
  - Keep it simple.
  - Stay one step ahead.



The **Purple** Promise

# FedEx Cares

- Five Pillars:
  - Delivering for Good
  - Sustainable Transportation
  - Employment Pathways
  - Road Safety
  - Global Entrepreneurship
- Local Volunteer Opportunities
  - Keyword: FedEx Cares



# FedEx Brand

“Everything we do, everything we say, and everything we create should express who we are.”

All employees are representatives of the FedEx brand:

- At work
- Representing company at functions
- Online/Social Media

Keyword: Brand



# Diversity, Equity & Inclusion

- People First Philosophy
- Connect people and possibilities to deliver a better future for team members, customers, suppliers and communities.

## FedEx Ground Employee Networks

FedEx Ground supports a diverse work environment where everyone is welcomed, valued, respected, heard and supported. FedEx Ground has established employee networks. Employee networks are groups of employees who identify with various cultures, traditions, ethnicities, or other characteristics, with a shared interest in working together to support company objectives. The employee networks support the diversity and inclusion efforts at FedEx Ground.



Click network's name to go to community page for more information.

### [Emerging Professionals Inspiring Change \(EPIC\)](#)

Connecting and engaging emerging professionals through empowerment and development. Creating a diverse network of future leaders through enhancing company and industry knowledge, networking, development, and influencing change.

### [PRIDE & Allies Network](#)

Creating a supportive environment for employees and the larger community who identify as part of the LGBT+ community, and development of a network of Allies

### [Black Professional's Network \(BPN\)](#)

The Black Professional's Network (BPN) is an inclusive network of motivated and goal-oriented professionals sharing best practices that drive retention, engagement, and visibility to FedEx Ground and the community. BPN inspires excellence by providing access to creative resources and opportunities that address the concerns, needs and interests of its members for overall success.

### [Men Leading Inclusively \(MLI\)](#)

Focusing on becoming more inclusive leaders and collaborating with women and other groups to share best practices on having a transparent and inclusive workplace.

### [enABLE Network](#)

Creating a diverse environment that actively fosters respect, inclusion, and opportunities for all employees with disabilities; serving as a resource and an advocate to foster a cooperative, accessible and supportive environment.

### [Customer Pickup Coordination \(CPC\) Women's Network](#)

Helping and encouraging women in CPC, Safety and Vehicle Maintenance to reach their full potential through a network of contacts; to share, learn and develop.

### [Veterans Network \(VetsNet\)](#)

The VetsNet is an inclusive group open to any employee that wishes to help accomplish the missions of attracting, retaining and supporting military veterans and their families, thus empowering them to succeed and feel engaged within FedEx Ground.

### [Hispanic American Network \(HAN\)](#)

HAN is dedicated to representing, supporting, and strengthening diversity, inclusion, and leadership within and outside of FedEx, through:

- Promoting a work environment which supports FedEx business goals and encourages the development of leaders.
- Supporting awareness and understanding of all immigrant cultures.
- Promoting professional development, cross-cultural understanding and education, via community engagement with charity and nonprofit organizations at local and national levels.

### [Asian & Pacific Islander Network \(APIN\)](#)

Actively supporting, building, and strengthening the FedEx network by creating an infrastructure of Asian and Pacific Islander professionals groomed to exemplify and cultivate diversity and inclusion.

### [Women in Maintenance \(WIM\)](#)

Helping women in Maintenance achieve their full potential through sharing experiences, strengths and hope, while learning, developing and coaching each other along the way.

### [Women Leading Change](#)

Empowering women to maximize their personal and professional value through a supportive community and strategic network. Providing opportunities to build networks, skills and knowledge with the intention for women to achieve excellence.

Check out the Diversity and Inclusion site for more information.

# Quality Driven Management (QDM)

Quality Driven Management (QDM) gives us the methods and tools to consistently deliver the superior experiences that customers expect by minimizing waste, cost, and effort.

## Keyword: QDM



QDM provides principles, methods and tools that enable us to consistently deliver the Purple Promise — "I will make every customer experience outstanding" — which in turn builds brand loyalty.

Here's an easy way to think about the connection:

- The Purple Promise is our commitment to customers.
- QDM is how we work to deliver it.
- Customer loyalty is why.

# Safety Above All

- People First
- Proactive, safety-focused workplace education forms a cornerstone for all of our training programs.

# About FedEx Ground

- Specializes in day-definite ground shipping
- FedEx Ground commercial and residential services
- Second largest operating company of FedEx Corp.
  - Annual revenue of \$22.7 billion (FY2020)
  - Headquartered in Pittsburgh, Pa.
  - More than 225,000+ team members
  - Average daily volume of 12 million packages
- Highly automated material handling systems

# Information Security (InfoSec)

Information Security is Everyone's Job

- Every day, FedEx team members use technology in so many ways and every single time we tap into the FedEx network, we present an opportunity for a criminal to infiltrate and harm our systems.

How can you help?

- Keep Your Data Safe!
- Keeping Data Confidential and Ensuring it is Available

Keyword: InfoSec



**Tracci Schultz**

Senior VP - IT

FedEx Ground & Operations  
Core Technologies

Jane Milburn

Crystal Crawford

Patricia Barrentine

Indra Klauss

Angie Birdsong

P&D, Shipment & Enablement  
Services

Transportation, HQ & Architecture,  
Reliability Engineering Services

Sort, Dock, Edge & End User Services

GOT – Operations Common Core  
Technologies



**Rajesh Singh**

VP - IT



**Mario Jones**

VP - IT



**Beverly Wilhelm**

VP - IT



**Shawn Weis**

VP - IT

Common F&LM

Common Linehaul

Common Sort

N2.0 PMO, Common Network, Common Shipment



**Tom Brien**

Ground Shipment  
Foundation Svcs.



**Pooja Mehta**

First/Last Mile Svcs.



**Ed Chaltry**

Architecture &  
Enablement Svcs.



**Jim Connolly**

Transportation  
Systems



**Rick Wolfe**

End User Support



**Shatara Washington**

FXG Dock &  
Operations Technology  
Capabilities



**Rob Crane**

Shipment Common  
Core



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Common Package  
Network & N2.0  
PMO



**Erin Greco**

First/Last Mile  
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Transformation &  
Agile Enablement



**Harry Gillespie**

HR & HQ Systems



**Curt Warhurst Jr.**

Reliability  
Engineering



**Brian Snyder**

Sort Systems



**Joe Stephan**

Architecture &  
Enablement Svcs.



In April 2023 we celebrated our first fully operational night as a company. From the very beginning, our Founder and Executive Chairman Frederick W. Smith had a vision to connect the world in a way tha few could imagine.

And we're still doing that today – connecting our customers to the world and changing what's possible.

*Raj*

**Raj Subramaniam**

President and Chief Executive Officer

FedEx Corporation



# THEN NOW

1973

389 team members

14 Falcon jets

186 packages overnight

25 U.S. cities

2022



700,000 team members



703 aircraft



16.5 million packages a day



220 countries and territories





One vision | One team

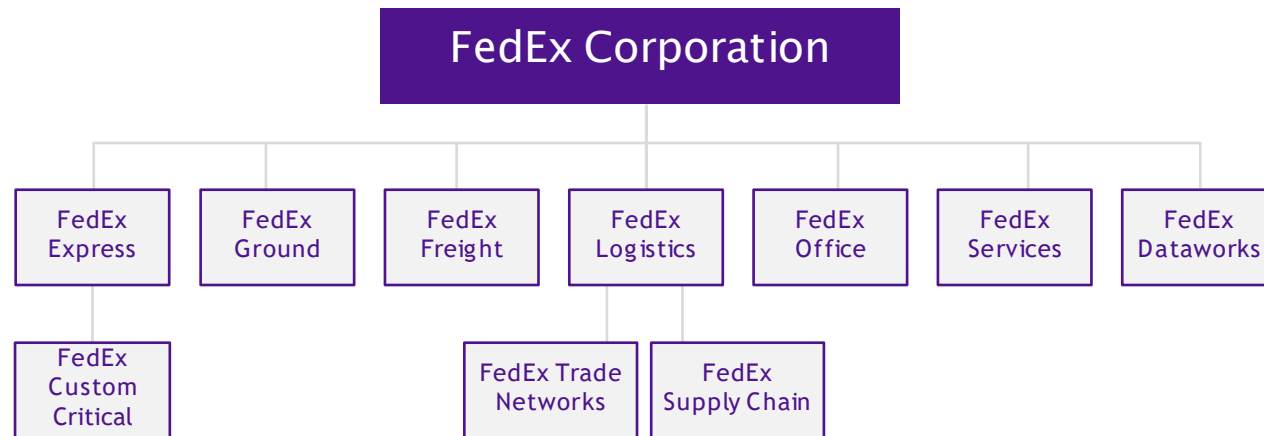
**FedEx**®



# Streamlining organization to achieve long-term strategy

## Current Structure

Moving from individual operating companies ...



Vast global network result of **50 years of strategic development and investment**

**Unmatched capabilities** with differentiated portfolio of customers

Right time to **leverage scale and assets** across the enterprise

Leverage strength of networks, people and assets into One FedEx

# ... to the future: One FedEx

## One FedEx






**Facilitates execution** of DRIVE  
& Network 2.0

**Reduces cost** to serve and  
improves capital efficiency

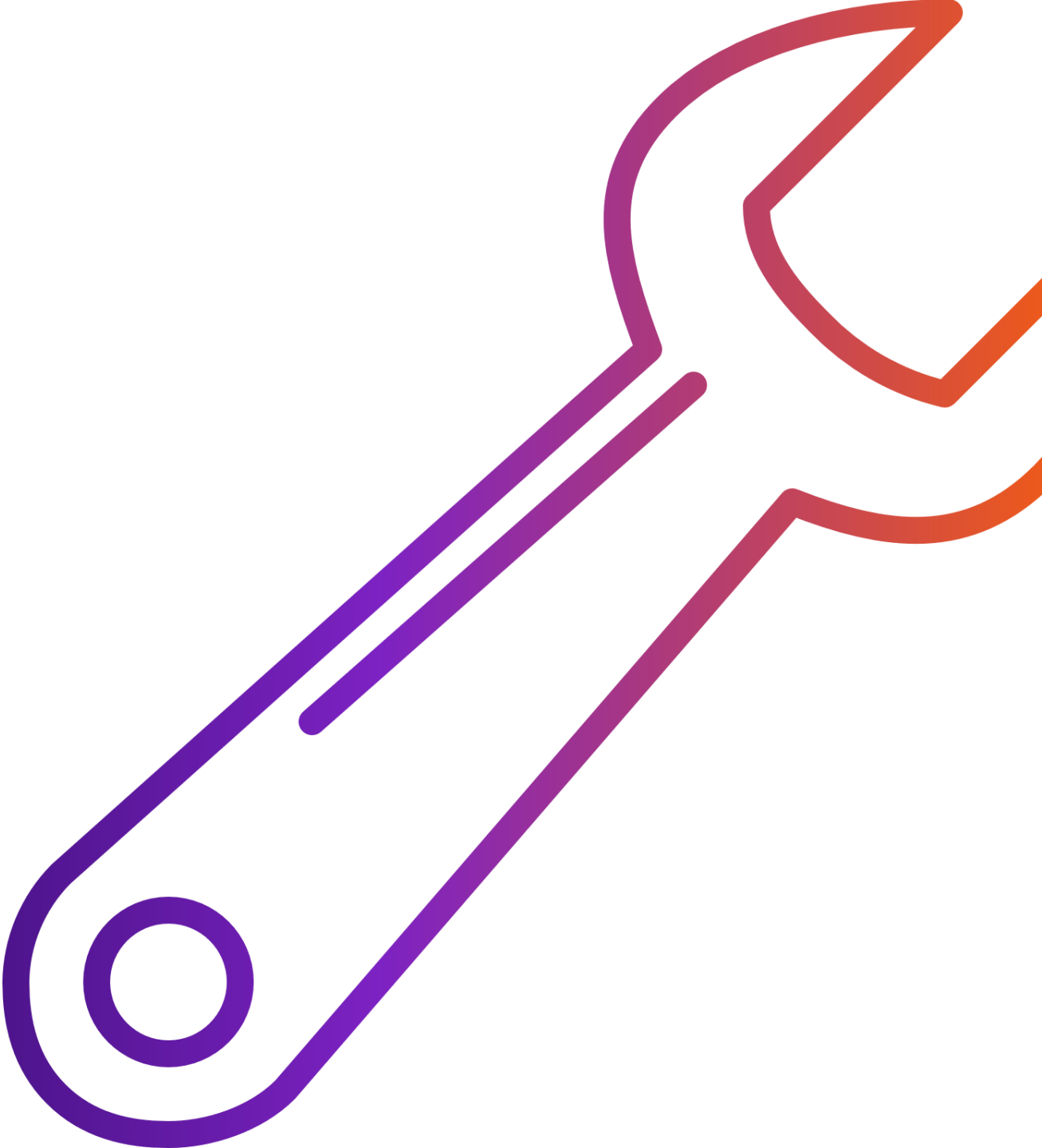
Streamlined structure  
**increases visibility**

One FedEx will be a leaner, more agile company

# 'Dress for Your Day' dress code

	Smart casual	Business casual	Business
When to wear this attire	Appropriate for workdays where you engage in a regular routine – collaborating with your peers, typical work groups, direct managers or working at your desk	This is appropriate for when you are facilitating key meetings where there might be a need to demonstrate a higher level of professional decorum (e.g. giving a presentation in the auditorium or meeting with a vendor)	Meeting with an external customer or during an interview
What it looks like			
Do's	Well maintained and clean attire; groomed appearance; jeans, denim capris and clean (any color) tennis shoes; shirts without collars; open-toe shoes and dress sandals (men and women)	Well maintained and clean attire; dress pants/skirts, dress khakis, chinos, shirts without collars, blouses; open-toe shoes and dress sandals (men and women)	Professional, aligned to external expectations; pant/skirt suit, dress, blazer, dress shoes, collared shirts, tie
Don'ts	Graphic t-shirts, torn clothing, outdoor apparel, tank tops, hoodies, flip-flops, athletic sandals, shorts, lounge/active wear		

Business Agility



# Our modern governance approach will help us ensure value is delivered on the right initiatives at the right time



**Key:** Governance Execution

# Business Agility Guiding Principles



- Celebrate success
- Have fun
- Personal well-being & self care



- Experiment – learn from failures
- ABLE
- Regular inspect & adapt



- Near term, focused & detailed plans
- Long term, conceptual plans
- Minimal documentation

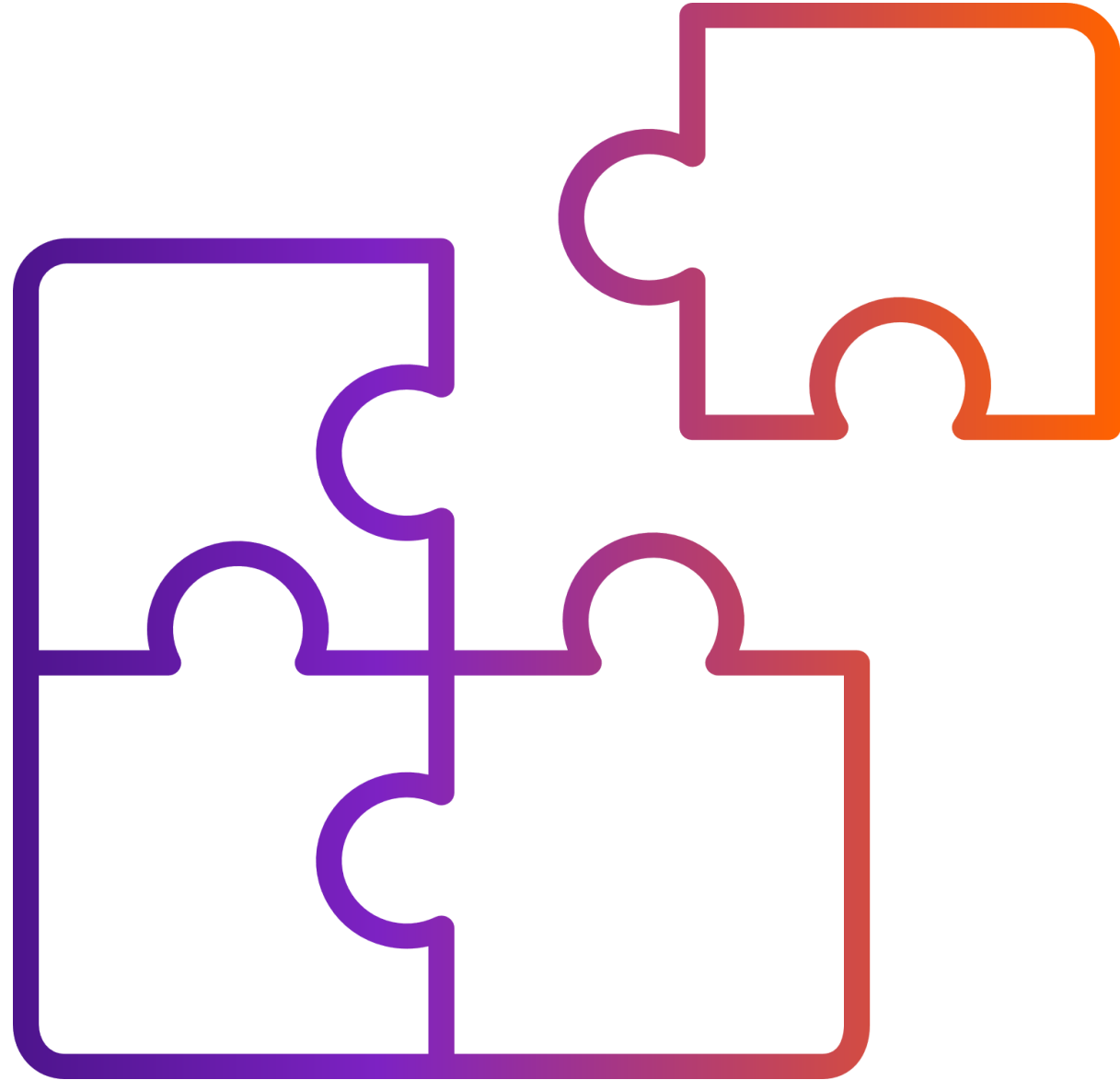


- Decentralized control = trust
- Balance creative license with consistency



- Don't overthink things
- Use small teams (this includes leadership)
- Small bites of work

Agile



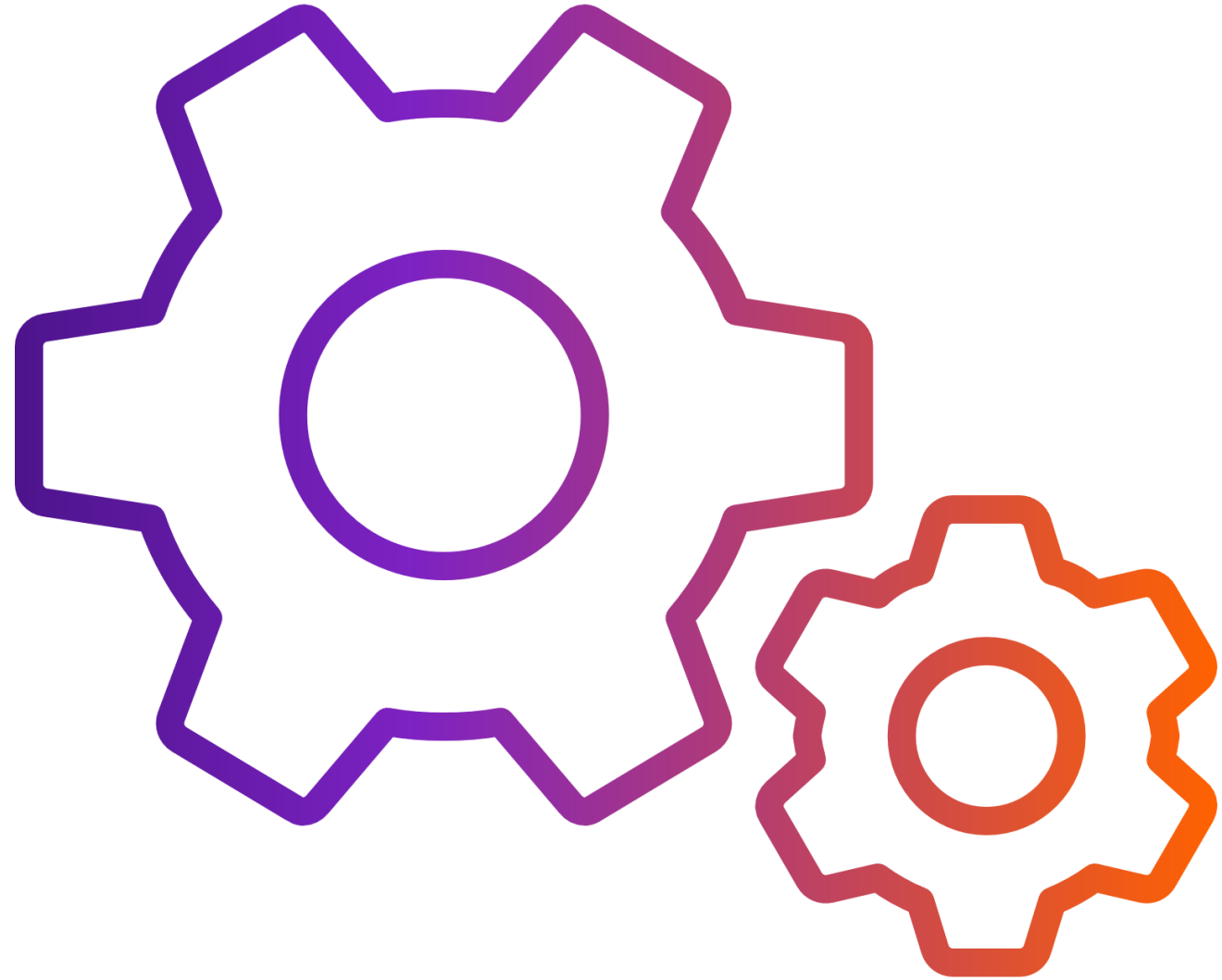


# 12 Principles of Agile Software

<b>1.</b>	Our highest priority is to satisfy the customer through early and continuous delivery of valuable software.	<b>2.</b>	Build projects around motivated individuals. Give them the environment and support they need, and trust them to get the job done.	<b>3.</b>	Continuous attention to technical excellence and good design enhances agility.
<b>4.</b>	Welcome changing requirements, even late in development. Agile processes harness change for the customer's competitive advantage.	<b>5.</b>	The most efficient and effective method of conveying information to and within a development team is face-to-face conversation.	<b>6.</b>	Simplicity--the art of maximizing the amount of work not done--is essential.
<b>7.</b>	Deliver working software frequently, from a couple of weeks to a couple of months, with a preference to the shorter timescale.	<b>8.</b>	Working software is the primary measure of progress.	<b>9.</b>	The best architectures, requirements, and designs emerge from self-organizing teams.
<b>10.</b>	Businesspeople and developers must work together daily throughout the project.	<b>11.</b>	Agile processes promote sustainable development. The sponsors, developers, and users should be able to maintain a constant pace indefinitely.	<b>12.</b>	At regular intervals, the team reflects on how to become more effective, then tunes and adjusts its behavior accordingly.

# Software craftsmanship

It's not only what we build, but how we build it  
that counts...



# FedEx IT Positions

[careers.fedex.com](https://careers.fedex.com)

Software Developers / Full Stack Developers

Systems Administrators

Architects: Domain, Site Reliability, Solutions, Enterprise, Application, Technical, Software Quality

Site Reliability Engineers, Software Quality Engineers

Scrum Masters, Agile Coaches, Release Train Engineers

Project Managers, Business Applications Advisors

Software Engineers / Software Quality Engineers

Strategy Planning Advisors – Fellows

Database Advisors

Technical Fellows

Cyber Security Analysts

Business Applications Advisors

Management

# FedEx IT Internship

[careers.fedex.com/intern](https://careers.fedex.com/intern)

Paid, 10-week internship program.

Work remotely or in a hybrid environment.

FedEx Culture is putting people first. We promote growth and learning opportunities for all our employees.

Projects include mobile applications, web development, quality assurance testing automation, big data platforms, revenue systems, and/or architecture development.

Technologies include: Java, SpringBoot, Angular, Microservices, Cassandra DataStax, Microsoft Azure, Cloud native development, Data Engineering, Python, JMS, JavaScript, HTML5, Redis, PostgreSQL, C family of languages, Jenkins, CloudBees Flow, GitHub, Pivotal Cloud Foundry, Hadoop, Spotfire, and Weblogic.

Assigned a mentor throughout your internship.

# FedEx IT Internship

## Learning Activities

Orientation with College Connection

IT Onboarding & Introduction to QDM

Virtual Happy Hour with Managers

IT Soft Skills series (7 weeks)

Security Bite Size Moments

Check-ins with the Interns

Agile Foundation Class

Ted Talks with Directors & Lorie

Meet & Greet with the Officers

Hometown Moments

Security Challenges

Engage with our Executives

National Intern Day

Showcase Presentations

Teambuilding with Mentors

Kanban Class

IT Career Path series

Technical Writing sessions

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# Mentor/Mentee Relationship

## What are the responsibilities of my mentor?

- They are a resource to help you navigate and learn
- They will help support you in understanding the organization's mission, vision, values, and goals
- They will share their skills and knowledge
- Provide support in locating and accessing organizational resources and people.
- Provide motivation for job performance, creativity, and innovation
- Provide another avenue to bring employees together to instill the PSP culture

## What are my responsibilities as a mentee?

- Prepare specific questions
- Listen with an open mind to the mentor's ideas, recommendations, and feedback
- Ask for advice



Questions?



Thank  
You