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| gabhachu@gmail.com | 310.218.8600 | www.linkedin.com/in/gurpreetbhachu |

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| SKILLS  |  |  |  | | --- | --- | --- | | Cross Functional Stakeholder Engagement | Distributed Teams | Enterprise Software | | Product Management | Product Strategy | Product Roadmap | | Agile Development | SaaS | Cloud Services | | About A hands-on leader with comprehensive experience in the Information Technology field delivering innovative products. Recognized for applying a powerful blend of technology, market/business systems analysis, software development, P&L management to optimize processes, drive rigorous product development efforts, and introduce major technology and content enhancements. Looking for an opportunity to be a key enabler. |

## Licenses & certifications

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|  | PMP® Certification Training Course |
|  | Sun Certified System Administrator for the Solaris Operating System |
|  | Amazon Web Services Cloud Practitioner |
| Amazon Web Services Solutions Architect - Associate |

## Experience

**Senior Principal Technical Program Manager May 2018 – Present**

**Realtor.com (Brillio), Santa Clara, CA**

* P&L Management, budgeting and planning
* Enabling organization growth by 20% (130 Resources)
* Worked with cross functional stakeholders and directed the Engineering team on the integration of OpCity as part of the transformation of product strategy for lead growth
* Worked with product stakeholders to implement A/B test strategy and prioritization of features
* Evaluated new business opportunities and responsible for revenue growth of 15%
* Improved customer satisfaction with NPS of 9/10
* Collaborated with PMO to implement positive discipline measures as part of risk management
* Guided the implementation of end-to-end Jenkins pipeline automation as part of the CI/CD framework with DevOps team
* Utilized AWS services (EC2, Lambda, S3, etc.) to provide technical solutions to improve efficiency
* Expanded team collaboration through effective implementation of scrum of scrums
* Collaborated with the UX team to improve the user experience for millions of users

**Tech Stack: ReactJS, NodeJS, AWS (Docker,EC2,Lambda,S3), RoR, Github, Jenkins, Splunk, New Relic, SonarQube, Black Duck, Checkmarx**

**Director Technical Program Management Nov 2017 – May 2018**

**Highlow Investigations, Torrance, CA**

* Re-established an IT team for implementation of new initiative and overall maintenance of infrastructure

**Senior Technical Program Manager Mar 2017 – Aug 2017**

**JD Powers, Westlake Village, CA**

* Led the implementation of a scalable efficient Infrastructure that consisted of a customized data management tool (MDM) and reporting front end (MicroStrategy)
* Developing consistent brand experience across platforms through leadership of requirements and story definition
* Oversee the plan and execution of data warehouse performance tuning activities
* Defined and established program governance to ensure clear communication across the program

**Senior Technical Program Manager Aug 2015 – Mar 2017**

**Toyota Financial Services, Torrance, CA**

* Planned and executed the implementation of ALFA (ERP) for TFS CORE Receivables which integrated with 81 different systems/applications (Salesforce, UCM, Adobe, etc.)
* Built business case with financial projections to successfully increase engineering staffing, leading to a team growth of 40%
* Evaluated new business opportunities (RFP’s, RFI’s, RFQ’s)
* Championed and evangelized the adoption and standardization of the change management practice

**Director Technical Program Management June 2014 – Dec 2015**

**Highlow Investigations, Torrance, CA**

* Design and implement data quality initiatives that support the data governance needs
* Championed and evangelized adoption of PMO matrix, policies and procedures
* Hired and developed a quality team of 15 Project manager, Network Engineers and QA Lead

**Senior Technical Product Manager June 2011 – Nov 2014**

**AES, Long Beach, CA**

* Created roadmap and go-to-market strategy for product portfolio
* Evaluated new business opportunities and built revenue projections
* Led the upgrade of internal tools to streamline deployments
* Increased engineering team’s velocity by establishing key focus areas and clear priorities
* Reviewed and vetted content strategy, market analysis and customer behavior to ensure alignment with client expectations, full outreach potential, and enhance the consumer experience
* Orchestrated localization efforts and geo rollouts taking into account complexities in each country
* Participated in architecture and data security review meetings to ensure all ISO standards are met
* Directed the development of a new database structure to separate metadata and customer data
* Directed the implementation of Single Sign-on authentication into the Company’s base product
* Collaborated with FIRSTDATA to ensure the software implementation complied to all PCI DSS standards

**Service Information Developer Nov 2007 – June 2011**

**Hewlett Packard, Seaside, CA**

Was part of a team that successfully rolled out database migration changes as well as the enhanced Identity and Access management software to a targeted region.

***Key Projects***

* Project I – SWA (South West Asia)
* Project II – MP (Monterey Peninsula)
* Project III – IACS (Installation Access Control System)
* Project IV – DLPT (Defense Language Proficiency Test)

**QA Test Engineer Jan 2005 – Oct 2007**

**Gap Inc., San Bruno, CA**

Was part of a team to successfully rollout phase 1 of the upgraded POS system to GAPs southwest region.

***Key Projects***

* Project I – Sensitive Data Protection
* Project II – SWIP V5 Template
* Project III – Co Branded Credit Card
* Project IV – Multiple Discount and Promotion

## Education

**Bachelor of Science,** Computer Information Systems, DeVry University