

Gurbir Singh – Senior Program Manager/ Project Manager (PMP, CSM)

Los Angeles, CA 90405

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§ Over 15 yrs of experience implementing products and projects in **E-comm., Retail, Govt., AI, Finance** and **HRMS**

§ **Generated an estimated \$1 million** in additional annual value for Honda by driving a 10% increase in feature s per release, achieved through improved vendor performance and timely deliverables from Honda's internal teams

§ Proven track record in delivering **large-scale projects (>\$10 million)**, consistently on time and within budget

§ Led the **enterprise transformation** of Restoration Hardware's **\$3.3 Billion** purchasing experience—replacing the legacy Oracle ATG platform with a scalable, microservices-based architecture across both retail and eCommerce channels

§ Optimized client **billing systems** at Vitech by collaborating with accounting teams and external businesses to develop scalable invoicing and payment processing solutions, resulting in a **20% reduction** in reconciliation errors

§ Expertise resolving technical challenges that arise during **release management**, shared environment coordination, and DevOps including troubleshooting **API integrations**

-Experience

Honda Motors

Los Angeles, CA

Program Manager **07/2024 – Present**

<https://www.linkedin.com/company/american-honda-motor-company-inc-/>

Manage Implementation and releases for the Digital Sales platform at Honda Motors, enabling direct- to- consumer sales of vehicles . Played a pivotal role in achieving Honda's strategic e- commerce goals by enhancing platform capabilities and delivering a seamless digital experience.

§ **Improved vendor performance** by **10%** by implementing strategies such as better adherence to SOW- defined ceremonies, including timely handoffs (requirements , QA, UAT) , enabling Vendor development teams to deliver **more work per release** and enhancing overall project efficiency

§ **Manage and resolve conflicts** across stakeholders, including executives, vendors, and Honda teams . I mplement ed a triaging and handoff processes that a chieved a 20% improvement in turnaround time for production issues and urgent enhancements

§ Designed and implemented **stakeholder communication plan s** tailored for challenging stakeholders, defining frequency and mode (meetings, email updates, joint test sessions); lead to improved coordination, fewer escalations, and higher-quality deliverables

§ **Le a d end- to- end project s and program**, including creati on of project management plans, activity sequenc es , resource management plans, budgets, risk management plans, and change management plans.

§ **Successfully implemented the SAFe Agile framework**, leading PI planning sessions and fostering smooth cross- functional collaboration. This resulted in a 20% reduction in external impediments, such as delayed dependencies from outside teams, by aligning planning and delivery timelines

§ **Created and implemented a yearly program roadmap** highlighting all product releases, aligning strategic inputs from product, engineering, and business teams with organizational goals

§ **Manage releases for the Digital Sales Program**, overseeing release planning and execution. Ensure on- time Go- Lives by coordinating software component deliveries from internal teams and external Honda teams and keeping executives informed on progress and outcomes.

LA County

Los Angeles, CA

Senior Project Manager **01/2024 – 7/2024**

<https://www.linkedin.com/company/la-county/>

Led the Aging and Disability project, enhancing connectivity and digital literacy for the elderly. Oversaw a **\$1 2 M budget**, managed the full project lifecycle, and resolved conflicts related to risks, procurement delays, and vendor management. Delivered the project on time and under budget, achieving **\$200,000 in cost savings**.

Magnolia

Los Angeles, CA 90405 (Remote)

Program Manager/Chief Product Officer (AI/Machine Learning, Ecommerce) 01/2023 – 12/2023

<https://www.linkedin.com/company/bulk-whiz/about/> (formerly known as BulkWhiz)

Led the development of AI/ML software to optimize shelf- stable grocery shopping, enabling users to set budgets and receive personalized assortments tailored to their personas. Defined AI use cases and collaborated with business and development teams to align strategy with execution. Created a program roadmap to integrate a standard e-commerce suite with the cart optimization engine.

Restoration Hardware (RH)

Los Angeles, CA 90405 (Remote)

Senior Program Manager (E-Commerce)/ Release Manager 06/2021 – 12/2022

<https://www.linkedin.com/company/rh1/>

Led the Purchasing Experience program, focused on overhaul and enhancement of checkout and billing products which involved replacing the legacy ATG system with Commercetools, a Cloud-based Microservices Architecture. Managed releases for the Purchasing Experience, working closely with product and tech teams, overseeing cross-team dependencies and leading the transition to small feature-based releases.

§ **Effectively mitigated stakeholder conflicts and managed high-visibility B2B stakeholders** by balancing competing priorities between their transactional requests and the overarching objectives of the overhaul project

§ **Enhanced portfolio-wide coordination** by establishing a weekly touchbase with business, product, and program leads to align on environment sharing and synchronize on high-priority objectives, reducing delivery delays by 15%

§ **Optimized vendor management** by enhancing vendor expertise through knowledge transfers and demos, reducing a critical five-month project delay from one month to 15 days

§ **Implemented RACI-based communication plans** across all projects to define communication expectations and cadence, enabling clarity in ownership and expectations across projects

§ **Ensured comprehensive program oversight** by maintaining program roadmap and project plans, including scope statements, WBS, resource plans, and change and risk management frameworks

§ **Optimized and led key Agile ceremonies**, including Sprint Planning, Backlog Refinement, and Retrospectives which resulted in a 25% improvement in team velocity

§ **Planned resources, budgeted, and forecasted for projects**, including reclassifications as necessary

VITECH Systems Group 09/2010 – 05/2021

Oakland, CA 94621

<https://www.linkedin.com/company/vitech-systems-group/>

Led the implementation of the **Accounting Module** in a **B2B ERP system**, collaborating with Accounting teams to establish invoicing, billing, and payment processing workflows. Delivered key functionalities, including remittance statements, contribution reports, auto-reconciliations, transaction setups (debits/credits), and payment applications, ensuring robust and efficient financial operations.

Project Manager/Implementation Manager (Finance) 02/2018 – 05/2021

§ **Designed solutions including workflows, system behavior, and data structures to support seamless implementation; collaborated with external clients to optimize processes for reconciling contributions, debits, and payment applications resulting in a 20% improvement in reconciliation efficiency**

§ **Led release management for Accounting and Integration tracks, delivering solutions aligned with client expectations while ensuring cost effectiveness resulting in 15% decrease in project costs**

Business Analyst 09/2010 – 01/2018

§ **Led requirements gathering and functional design for multiple trust fund implementations, collaborating with business and technical stakeholders. Managed the full project lifecycle, including facilitating technical design, supporting development, assisting QA, coordinating UAT, and providing post-production support.**

Technical Skills and Education

Technologies/Tools: Smartsheet, MS project, Asana, ServiceNow, Google Analytics, Power BI, Tableau, Postman for API testing, DB Artisan, PL/SQL developer, ATG, Commerce tools, Cloud-based ERP software & HRM software, SaaS, Web Applications, Client Server Applications, FTP, MS Word, Excel, Visio, Figma, PowerPoint, Microsoft Outlook, SharePoint, V3, JIRA, Confluence, JQL, Trello,

Languages: SQL, JSON, PL/SQL, HTML, JQL

Education: M.S. Electrical Engineering, University of Hartford, CT | 2008 **Certifications:** PMP, CSM