

# EDWARD GORDON

San Francisco Bay Area, CA • Program & Product Manager

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Technical program manager with 10 years experience bridging business and technical teams to deliver complex initiatives, modernize platforms, and optimize processes. Skilled in implementing Agile methodologies across cross-functional teams and translating stakeholder requirements into scalable solutions that drive operational efficiency and business impact.

## TECHNICAL SKILLS AND CERTIFICATIONS

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- **Certifications:** Professional Scrum Master II (Scrum.org), Certified ScrumMaster (ScrumAlliance), Product Manager Certification™ (Product School)
- **Tools & Software:** Jira, Asana, Zapier, Tableau, Excel, Google BigQuery, MySQL, Internal Ticketing Systems, Google Workspace, Microsoft Office
- **Languages:** Python, JavaScript, SQL

## PIVOTAL ACHIEVEMENTS

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- **Reduced front-end code deployment time from days to minutes** on internal support management platform through process improvements and custom tooling. *[Google]*
- **Launched Butcher's Bone Broth retail line**, expanding distribution to 100+ stores in three states in six months. *[Roli Roti]*
- **Scaled remote Agile and Scrum training program to reach 6100 global participants across 95 countries, increasing class sizes 55x** through curriculum design and program leadership. *[The Job Hackers]*

## PROFESSIONAL EXPERIENCE

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### Program Manager, Vendor Operations Google (Contract via L&T Technology Services)

Mar 2025 – Present

Leading operational design and expansion of centralized vendor engagement program for mixed-reality product teams, managing 20 suppliers as part of a small team.

- **Cut onboarding time from 3 months to 3 weeks** by designing scalable onboarding documentation, operational runbooks, and structured training programs.
- Managed the lifecycle of multi-year vendor engagements valued **\$500K–\$5M**, coordinating engagements and navigating evolving requirements through procurement, negotiation, legal/compliance approval, and execution.
- Drove growth and expanded client capacity from 14 to 20 by optimizing workflows and implementing internal tools.

### Program Manager Meta (Contract via INSPYR Solutions)

Apr 2022 – Mar 2024

Operational lead for a global program safeguarding biometric research data, developing best-in-class compliance and security safeguards to proactively exceed GDPR and CCPA privacy standards.

- **Built automation and audit tools** to monitor and enforce compliance, streamlining risk oversight and ensuring purpose-limited access to sensitive biometric data.
- Architected and delivered comprehensive partner frameworks which embedded privacy and security safeguards across all research teams to reduce manual oversight and enhance compliance readiness.

**Program Manager, GUTS (Google Unified Ticketing System)  
Google (Contract via HCL America, Inc)**

**Sep 2019 – Apr 2022**

Directed front-end development and optimization of the legacy GUTS service-management platform

- **Reduced code change time by 90% (2 working days to 1 hour)** through iterative development of internal tooling and integrated version control, improving data integrity.
- Managed end-to-end resolution of recurring platform challenges, developed new system functionality, and built custom SQL-based analytics, delivering data-driven insights that streamlined workflows, reduced escalations, and improved operational performance across engineering and functional teams.

**Product Manager  
Roli Roti**

**Jan 2016 - Sep 2016**

Initiated and led comprehensive product initiatives, including branding, internal tool development, and USDA-compliant packaging, enhancing both direct and retail sales through efficient vendor and distribution management.

- Piloted soft-launch of retail product line to increase weekly sales by 600% within the first two months.
- Developed and scripted process automation tools and produced documentation and team training, reducing quote times from 30 minutes to under 5. Directly led to an immediate \$100k revenue increase.

**CORE COMPETENCIES**

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- Product Lifecycle Management & Backlog Refinement
- Compliance & Data Security (GDPR, Biometric Data)
- Process Improvement & Automation
- Vendor & Partner Management
- Data Analysis & Data Visualization
- Cross-Functional Collaboration
- Requirements Gathering & Release Planning
- Internal Tool Creation & Version Control Management
- Service Management Platform Implementation
- Program Development & Stakeholder Communication
- User Acceptance and A/B Testing
- Agile Methodologies (Scrum, Kanban, Lean)

**COMMUNITY DEVELOPMENT (VOLUNTEER)**

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**Chairperson and Operational Program Director  
The Job Hackers**

**April 2018 - Present**

Scaled a non-profit Agile and Scrum training program's class size and impact through fostering global engagement, recruiting new teachers, and developing curricula.

- Expanded audience from domestic to global markets, increasing student participation by 55x across 95 countries while launching a successful employment program and expanding the volunteer network for better delivery.
- Recipient of the Jefferson Award for Public Service in 2021

**EDUCATION**

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**Bachelor of Arts (BA), Liberal Arts | St. John's College, Santa Fe NM**