

# Nicholas Ng

email: [nicholas@nicholasng.me](mailto:nicholas@nicholasng.me)  
linkedin: [linkedin.com/in/nicholasngtpm](https://www.linkedin.com/in/nicholasngtpm)

mobile: 510.333.6355  
location: San Francisco

## EXPERIENCE

### Apple

#### Staff Program Manager

San Francisco CA  
September 2022 – May 2023

##### Core Data Management – Worldwide Sales

- Managed global product roadmap, focusing on aligning sales strategies and product development, including comprehensive risk management strategies that resulted in a 15% increase in sales efficiency and accelerating product time-to-market by 20%.
- Streamlined request process, formalized requirements, and narrowed feature request scope to reduce backlog by 33% and improve delivery time by 25%.
- Facilitated recurring global forums to communicate new product features and policy decisions to the sales organization.

### King Games

#### Technical Program Manager

San Francisco CA  
September 2021 – August 2022

##### Candy Crush VIP and Loyalty Program

- Directed technical launch of rewards site, collaborating with Candy Crush, loyalty, UX/UI, and engineering teams to enhance player engagement and retention through a digital storefront, exclusive player content, and dashboarding features.
- Implemented cloud-based solutions and virtualization strategies, contributing to the 20% acceleration in product time-to-market by enhancing IT infrastructure agility and scalability.
- Exceeded projections for the 3-quarter pilot: \$400K monthly bookings (+10%), 70K unique monthly visitors (+25% return rate), and 63K reward redemptions (+20% conversion).
- Created a comprehensive program dashboard that integrated multiple data sources with a visualization application to track participant KPIs. The resulting data helped inform marketing and product decisions, leading to a consistent monthly 10% increase in engagement metrics (including NPS, visits, and time on site).

### Rally Health

#### Lead Technical Program Manager

San Francisco CA  
January 2019 – September 2021

##### Medicare Fitness product launch

- Launched the UHC Medicare fitness program, a top 10 initiative, generating \$215M in enrollment revenue in the first year. Defined projects and features, collected requirements, and crafted functional and test specifications to coordinate efforts to scope, schedule, and deploy new feature sets across the healthcare technology domain.
- Introduced a multiplatform fitness application, overseeing 15+ cross-functional teams. Delivery of features, services, and content led to utilization (+2%) and satisfaction (NPS +5%) over projections.
- Managed the digital ad campaign content delivery and channel distribution with marketing, analytics, and strategic partners (Fitbit and AARP). Efforts resulted in the acquisition of 750K members.
- Established a media portal to address COVID restrictions, providing members access to 12,000+ virtual and streaming classes from multiple providers, and re-establishing utilization from 0% to 20%.

### Developer advocacy program

- Saved \$1M annually by consolidating 100+ engineering activities into six cohesive DevOps programs, optimizing resource allocation, and streamlining development pipelines under a new engineering org structure.
- Deployed Stack Overflow for Teams and developed processes to build a scalable knowledge base for the 500+ engineering department.
- Transitioned five pilot teams to switch from a homegrown CI/CD pipeline to Helm charts and GitHub actions, which lowered cycle times from an average of 2 weeks to 1.5 days.

**Box**  
**Technical Program Manager**  
**Hardware engineering program launch**

**Redwood City CA**  
**April 2018 – December 2018**

- Established Box's centralized hardware engineering program to consolidate and standardize the management of 30+ hardware configurations across 50+ services.
- Implemented a predictive maintenance program for hardware systems, increasing operational reliability and aligning with cost and performance optimization objectives.
- Identified and realized a \$2M savings opportunity for Box, reconfiguring hardware to create a new storage solution that performed 2x faster at 25% less TCO.
- Tripled hardware evaluation capacity by shifting the testing (DVT, PVT), analysis, and reporting to manufacturing and implementation partners, leading to 25% quicker decision-making.
- Developed a technology roadmap for Box's hardware infrastructure, enhancing the management of compute, network, and storage resources, in alignment with the role's requirement for creating technology roadmaps.

**Machine Zone**  
**Senior Technical Program Manager**

**Palo Alto CA**  
**June 2016 – March 2018**

**Application resilience testing**

- Headed CTO initiative for production resiliency testing of 15 services and 40 data stores for MZ games, serving up to 40K concurrent users and generating daily revenues of \$1.5M.
- Managed design and development for application and data testing, coordinated support resources, and facilitated companywide communications for failure injection testing.
- Developed and executed a roadmap for application and infrastructure enhancements, increasing availability from 97.0% to 99.0% and saving \$750K monthly.
- Pioneered a cloud-based disaster recovery strategy, enhancing the resilience of MZ games' services and aligning with industry best practices for reliability and cost-efficiency.

**Data analytics services launch**

- Orchestrated the integration of real-time data analytics and visualization tools to empower data-driven decision-making across the organization.
- Designed, acquired, and deployed 160 cabinets of hardware and applications, utilizing Hadoop, Vertica, Druid, Kafka, Spark, Storm, Kylo, Elasticsearch, Kibana, and Tableau in the technology stack.
- Enhanced data governance and master data management processes, ensuring high data quality and compliance with corporate and industry standards.

---

**CERTIFICATIONS**

**Project Management Institute - Project Management Professional PMP (1392223) (expired July 2020)**

---

**SKILLS**

- |                          |                          |                          |                      |
|--------------------------|--------------------------|--------------------------|----------------------|
| • Program management     | • Agile/Scrum leadership | • DevOps/SRE             | • System design      |
| • Portfolio management   | • Jira/Confluence        | • Cloud computing AWS    | • KPI tracking       |
| • Product management     | • CI/CD                  | • Data science           | • Roadmap management |
| • Stakeholder management | • SDLC                   | • Hardware/datacenter    | • Budget management  |
| • Technical architecture | • Data visualization     | • Technical writing      | • Risk management    |
| • Change management      | • Quality assurance      | • Master data management | • Developer tools    |
|                          | • Vendor management      |                          | • API development    |

---

**EDUCATION**

**University of California at Berkeley - B.A. Economics**