Nicholas Ng

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EXPERIENCE

Apple   **San Francisco, CA**
Staff Program Manager   **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, enhancing cross-functional and multi-time zone collaboration.

King Games   **San Francisco, CA**
Senior Technical Program Manager   **September 2021 – August 2022**
Candy Crush VIP and Loyalty Program

- Directed technical launch of rewards site, collaborating internationally 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.
- 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 using multiple data sources to track participant KPIs. Drove adaptive feature and content delivery with actionable insights, leading to a monthly 10% increase in engagement metrics (including NPS, visits, and time on site).

Rally Health   **San Francisco, CA**
Lead Technical Program Manager   **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.
- 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 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.
- Optimized communication and workflow among 500+ engineers by deploying Stack Overflow for Teams, reducing resolution times by 30% and promoting knowledge sharing and collaboration.
- Transitioned five pilot teams to switch from a homegrown CI/CD pipeline to Helm charts and GitHub actions, lowering cycle times from an average of 2 weeks to 1.5 days.

PMO leadership team
- Championed a TPM practices committee to define roles and responsibilities between product management, software engineering, and PMO teams, continuously optimizing collaboration and communication.
- Aligned teams between SDLC, business processes, and Agile delivery through standardized onboarding, centralized documentation, teaming opportunities, and feedback collection

Box   **Redwood City, CA**
Senior Technical Program Manager   **April 2018 – December 2018**
Hardware engineering program launch
- Established Box's centralized hardware engineering program to consolidate and standardize the management of 30+ hardware configurations across 50+ services.
- 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.

Machine Zone   **Palo Alto, CA**
Senior Technical Program Manager   **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 failure injection testing, coordinated support resources, and facilitated companywide communications.
- Drove the roadmap for application and infrastructure enhancements, increasing availability from 97.0% to 99.0% and saving $750K monthly.

Data analytics services launch
- Spearheaded and implemented an executive initiative to deploy a data analytics pod, boosting data collection and analytical capabilities while enhancing capacity, security, and efficiency in handling data feeds, pipeline services, data stores, and reporting toolsets.
- 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.
- Led the seamless migration of 120+ datasets, 200+ workloads, and 100+ pipeline jobs, resulting in a 30% reduction in data processing time and improved data accuracy.

Gap   **San Francisco CA**
Senior Project Manager   **March 2015 – June 2016**
DevOps IaaS standardization
- Directed the standardization of GapTech's Chef IaaS platform and configurations.
- Increased deployment frequencies 10x by creating a global pipeline model. Saved $200K/year in cloud computing and licensing costs by eliminating redundancy.
- Successfully managed 30+ cross-functional teams, including product, development, operation, and release engineering teams, for testing and monitoring purposes.
- Led the migration of 30,000+ nodes with zero disruptions, ensuring seamless operations and minimal downtime.

Enterprise logging deployment
- Implemented Splunk platform for GapTech operations and InfoSec. Led design and deployment of data center forwarders, indexers, and search heads to collect data from 10,000+ nodes.
- Migrated 100GB/day log ingestion to archived or indexed modes for Operations. This enables alerts, data search, and report creation, reducing MTTA and MTTR by 10%.

Project Manager   **March 2011 – March 2015**
macys.com - Operations   **San Francisco, CA**
DevOps automation transformation for infrastructure operations
• Implemented Chef configuration management for operations stability, leading to process change for server builds, resulting in code development and release workflow.
• Developed training program for 20 operations engineers on Chef domain-specific language, requirements writing, test writing, code review, and Agile/Scrum practices.
• Developed and released 40 new cookbooks, re-engineered 4000+ nodes, tested and migrated 250+ applications, and coordinated activities between 20+ development and production support teams over 14 months.

DevOps automation transformation for continuous integration
• Implemented Chef into continuous integration pipeline for e-commerce backend services, utilizing vCloud and Jenkins for automation, standardization, and deployment management.
• Reduced environment deployment time from 2 weeks to 1 day by deploying multiple base images and builds from cookbooks.

Big data transformation
• Led the conversion of macys.com's OLTP database into a mixed workload OLAP database to support marketing analytics initiatives.
• Collaborated with cross-functional teams, including financial analysts, marketing analytics users, data architects, and hardware architects to define requirements and create a plan to migrate data while maintaining production SLAs.
• Completed migrating and restructuring database over 12 months, including hardware migration, database creation, data transformation, testing, and migration of batch jobs.

CERTIFICATIONS

Project Management Institute - Project Management Professional PMP (1392223) (expired July 2020)
AXELOS - ITIL V3 Foundations

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