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 and service requests for Apple sales by implementing and maintaining Data Governance and Master Data Management (MDM) systems.
- 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   **San Francisco CA**
Technical Program Manager   **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.
- Exceeded projections with the 9-month 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   **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 over 12,000 virtual and live-streaming classes from multiple content providers, enabling them to maintain their health goals.

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.

PMO leadership team

- 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

Box   **Redwood City CA**
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.

MZ (formerly 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 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.

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.

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		● Data governance

EDUCATION

University of California at Berkeley - B.A. Economics