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 roadmap, focusing on aligning sales strategies and product management, creating processes, and deploying data ingestion features, driving a 15% increase in sales efficiency and accelerating product time-to-market by 20%.
- Streamlined request process, established concise requirements, and refined feature scope, cutting backlog by 33% and enhancing delivery speed by 25%.
- Led recurring global forums to brief sales leadership on new product features and policies, fostering enhanced collaboration across functions and time zones.

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

- Managed the technical launch of the loyalty site by coordinating with international teams across Candy Crush sectors, introducing a robust bonus system, a digital storefront, exclusive content, and advanced dashboarding features to elevate player engagement and retention.
- Surpassed pilot projections by implementing targeted marketing strategies and program enhancements, achieving $400K in monthly bookings (+10%), attracting 70K unique visitors (+25% return rate), and facilitating 63K reward redemptions (+20% conversion).
- Designed a comprehensive program dashboard for real-time tracking of participant KPIs and program OKRs, adapting roadmap strategies to secure a consistent 10% month-over-month increase in key engagement metrics.

Rally Health   **San Francisco, CA**
Lead Technical Program Manager   **January 2019 – September 2021**
Medicare Fitness product launch

- Directed the successful launch of the UHC Medicare fitness program, driving $215M in enrollment revenue and positioning the initiative among the company's top 10.
- Led 15 cross-functional teams to release a multiplatform fitness application, employing Agile and traditional methodologies to surpass initial projections in feature delivery and user engagement.
- Coordinated with marketing, analytics, and commercial partners Fitbit and AARP to craft and execute digital ad campaigns, acquiring 750K new members.
- Implemented a media portal with a tiger team to adapt to COVID restrictions, providing members access to 12,000+ virtual and streaming classes and re-establishing utilization from 0% to 20%.

Developer advocacy program

- Streamlined engineering operations by consolidating activities into five DevOps programs, saving $1M annually and enhancing development efficiency.
- Facilitated cross-team communication among 500+ engineers by integrating Stack Overflow for Teams, improving problem resolution times by 30%.
- Enhanced development workflows by migrating teams to modern CI/CD tools, notably reducing cycle times from 2 weeks to 1.5 days.

PMO leadership team

- Established a TPM practices committee, standardizing roles, processes, and collaboration methods across product management, software engineering, and PMO teams.
- Promoted SDLC and Agile best practices, improving team collaboration and project delivery efficiency.

Box   **Redwood City, CA**
Senior Technical Program Manager   **April 2018 – December 2018**
Hardware engineering program launch

- Initiated Box's first centralized hardware engineering program, overseeing the lifecycle of 30+ hardware configurations across 50+ services.
- Optimized hardware configurations for a key storage solution, achieving $2M in cost savings and doubling performance at a 25% lower total cost of ownership.
- Increased solution decision time by 25% through tripling hardware evaluation capacity by delegating testing (DVT, PVT), analysis, and reporting to manufacturing and implementation partners

Machine Zone   **Palo Alto, CA**
Senior Technical Program Manager   **June 2016 – March 2018**
Application resilience testing

- Championed a CTO-led initiative to improve production resilience, conducting comprehensive tests across 15 services and 40 data stores, enhancing service availability to 99%.
- Pioneered failure injection testing processes, improving system robustness and reducing incident response times.

Data analytics services launch

- Spearheaded the development of a data analytics pod, significantly improving data management capabilities across the company.
- Deployed a comprehensive data science suite, including streaming, Big Data, and visualization tooling, leading to a 30% reduction in data processing times and increased data accuracy.

CERTIFICATIONS

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

SKILLS

- Program management
- Portfolio management
- Product management
- Stakeholder management
- Technical architecture
- Change management

- Agile/Scrum leadership
- Jira/Confluence
- CI/CD
- SDLC
- Data visualization
- Quality assurance
- Vendor management

- DevOps/SRE
- Cloud computing AWS
- Data science
- Hardware/datacenter
- Technical writing
- Master data management

- System design
- KPI tracking
- Roadmap management
- Budget management
- Risk management
- Developer tools
- API development

EDUCATION

University of California at Berkeley - B.A. Economics