

Nicholas Ng

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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, enhancing cross-functional and multi-time zone collaboration.

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 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

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.
- 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**
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.

CERTIFICATIONS

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

SKILLS

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|--------------------------|--------------------------|--------------------------|----------------------|
| • 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