

Nicholas Ng
phone: (510) 333 6355
email: nicholas@nicholasng.me
linkedin: [linkedin.com/in/nicholasngtpm](https://www.linkedin.com/in/nicholasngtpm)
location: San Francisco Bay Area

EXPERIENCE

Apple

San Francisco CA

Staff Program Manager

September 2022 – May 2023

Core Data Management - World Wide 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).
- Developed 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

- Led the successful launch of the Medicare fitness program, generating \$215M in enrollment revenue in the first year.
- Introduced a greenfield fitness application, overseeing 15+ cross-functional teams. Delivery of features, services, and content led to utilization (+2%) and satisfaction (NPS +5%) over projections.

- Launched digital ad campaign to manage content and channel distribution with marketing, analytics, and strategic partners (Fitbit and AARP). Efforts resulted in the acquisition of 750K members.

- Developed 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

- Headed a TPM practices committee that defined roles and responsibilities between product, engineering, and PMO teams, continuously optimizing collaboration and communication.

- Ensured alignment between SDLC, business processes, and Agile delivery by establishing and maintaining consistent onboarding processes, centralized documentation, teaming opportunities, and feedback collection.

Box

Redwood City CA

Technical Program Manager

April 2018 – December 2018

Hardware engineering program

- 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 live site 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
- Portfolio management
- Product management
- SDLC
- Agile leadership
- Stakeholder management
- CI/CD
- DevOps/SRE
- Cloud computing
- Data science
- Hardware/datacenter
- System design
- KPI tracking
- Roadmap management
- Budget management

EDUCATION

University of California at Berkeley - B.A. Economics