

# Nicholas Ng

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## EXPERIENCE

### Apple

#### Staff Program Manager

San Francisco CA  
September 2022 – May 2023

#### Core Data Management – Worldwide Sales

- Spearheaded global product initiatives driving the development and successful delivery of high-priority, cross-functional product launches for Apple sales by implementing and maintaining Data Governance and Master Data Management (MDM) systems.
- Demonstrated leadership and influence without authority by streamlining the request process, formalizing requirements, and narrowing feature request scope to reduce backlog by 33% and improve delivery time by 25%, aligning technical solutions with business strategies.
- Conducted recurring global forums, showcasing strong communications and stakeholder management, and provided technical oversight to communicate new product features and policy decisions to the sales organization.

### King Games

#### Technical Program Manager

San Francisco CA  
September 2021 – August 2022

#### Candy Crush VIP and Loyalty Program

- Directed the technical launch of the rewards site, executing comprehensive project management from planning to execution and delivery, 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.
- Surpassed projections with a 9-month pilot by adopting a data-driven approach and robust cross-functional collaboration, resulting in \$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, influencing product and marketing decisions through detailed technical oversight, risk identification, and mitigation.

### Rally Health

#### Lead Technical Program Manager

San Francisco CA  
January 2019 – September 2021

#### Medicare Fitness product launch

- Launched the UHC Medicare fitness program as a top-tier initiative, directly managing the end-to-end project and successfully generating \$215M in enrollment revenue in the first year through effective cross-functional collaboration and technical program management.
- Oversaw a multiplatform fitness application, leading 15+ cross-functional teams and demonstrating exceptional project management skills to deliver features, services, and content that 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), leveraging strong stakeholder management skills to secure the acquisition of 750K members.

### 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, effectively managing a complex portfolio of projects and driving significant technological innovations.
- 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, showcasing strong technical oversight, risk identification, and mitigation abilities.
- Tripled hardware evaluation capacity by shifting the testing (DVT, PVT), analysis, and reporting to manufacturing and implementation partners, leading to 25% quicker decision-making and demonstrating strong leadership and influence without authority.

**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.
- Developed application and data testing, coordinated resources, and managed companywide, and user 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
- 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.

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## **CERTIFICATIONS**

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

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## **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      |                          | • Data governance    |

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## **EDUCATION**

**University of California at Berkeley** - B.A. Economics