

# Nicholas Ng

email: [nicholas@nicholasng.me](mailto:nicholas@nicholasng.me)  
linkedin: [linkedin.com/in/nicholasngtpm](https://www.linkedin.com/in/nicholasngtpm)

mobile: 510.333.6355  
location: San Francisco

## EXPERIENCE

### Apple

#### Staff Program Manager

San Francisco CA  
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.
- Led a business transformation project that streamlined the request process, formalized requirements, and narrowed feature request scope to improve process efficiency, reducing backlog by 33% and improving delivery time by 25%.
- Facilitated recurring global forums to communicate new product features and policy decisions to the sales organization, strengthening stakeholder communication and enhancing cross-functional collaboration.
- Developed and managed end-to-end project plans, ensuring on-time delivery, quality assurance of tasks, and ongoing communication of project status, issues, and risks to stakeholders.

### 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 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. This data-driven approach allowed us to measure and optimize against success metrics, leading to a consistent monthly 10% increase in engagement metrics (including NPS, visits, and time on site).
- Managed the technical feasibility of integrating new features and systems to ensure successful implementation and cross-functional project alignment.

### Rally Health

#### Lead Technical Program Manager

San Francisco CA  
January 2019 – September 2021

#### Medicare Fitness product launch

- 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 a 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.
- Monitored and ensured the technical solution's end-to-end understanding and its impact on the customer journey.
- Drove product strategy and execution, establishing shared goals with product teams across the company to build alignment across multiple cross-functional teams.
- Conducted regular risk management activities to identify potential issues and develop mitigation strategies.

### 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, enhancing cross-functional 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 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

- Led 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.

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## CERTIFICATIONS

**Project Management Institute** - Project Management Professional PMP (1392223) (expired July 2020)

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## SKILLS

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|------------------------|--------------------|-----------------------|----------------------|
| • Program management   | • Agile leadership | • DevOps/SRE          | • System design      |
| • Portfolio management | • Jira/Confluence  | • Cloud computing AWS | • KPI tracking       |
| • Product management   | • CI/CD            | • Data Science        | • Roadmap management |
| • SDLC                 | • Jira/Confluence  | • Hardware/datacenter | • Budget management  |
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## EDUCATION

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