

## Nicholas Ng

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### EXPERIENCE

#### Apple

##### Staff Program Manager

##### Core Data Management – Worldwide Sales

San Francisco, CA  
September 2022 – May 2023

- 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, refined feature scope, and leveraged Agile methodologies cutting the backlog by 33% and enhancing delivery velocity 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

##### Senior Technical Program Manager

##### Candy Crush VIP and Loyalty Program

San Francisco, CA  
September 2021 – August 2022

- Directed the loyalty site's technical launch by leading a Scaled Agile team across Candy Crush, loyalty programs, UX/UI, product management, and engineering to boost player engagement and retention through introducing a bonus system, digital storefront, exclusive content, and dashboarding features.
- Surpassed 3-quarter pilot projections with \$400K in monthly bookings (+10%), 70K unique monthly visitors (+25% return rate), and 63K reward redemptions (+20% conversion).
- Developed a detailed program dashboard to monitor participant KPIs and program OKRs, guiding adaptive roadmap strategies resulting in a 10% month-over-month boost in engagement metrics, including NPS, visits, and time on site.

#### Rally Health

##### Lead Technical Program Manager

##### Medicare Fitness product launch

San Francisco, CA  
January 2019 – September 2021

- Launched the UHC Medicare fitness program, ranking among the top 10 initiatives and generating \$215M in first-year enrollment revenue.
- Launched 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.
- Directed digital ad campaign content and distribution strategies with marketing, analytics, and commercial partners Fitbit and AARP, securing 750K new members.
- Implemented 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 five unified DevOps programs, optimizing resources, and streamlining development pipelines.
- Optimized communication and workflow among 500+ engineers by deploying Stack Overflow for Teams, reducing resolution times by 30% and promoting knowledge sharing and collaboration.
- Streamlined development processes by transitioning five pilot teams from a homegrown CI/CD pipeline to Helm charts and GitHub actions, reducing cycle times from 2 weeks to 1.5 days.

## PMO leadership team

- Championed a TPM practices committee to establish roles and responsibilities, create processes, generate artifacts, and enhance collaboration and communication across product management, software engineering, and PMO leadership and teams.
- Aligned teams on SDLC, business processes, and Agile delivery by standardizing onboarding, centralizing documentation, and facilitating team collaboration and feedback.

## Box Senior Technical Program Manager Hardware engineering program launch

Redwood City, CA  
April 2018 – December 2018

- Established Box's centralized hardware engineering program, unifying the management of 30+ hardware configurations across 50+ services.
- Identified and capitalized on a \$2M savings for Box by reengineering hardware for a storage solution which doubled performance at 25% lower TCO.
- 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 Senior Technical Program Manager Application resilience testing

Palo Alto, CA  
June 2016 – March 2018

- Led CTO initiative to bolster production resiliency, testing 15 services and 40 data stores for MZ games, serving 3M daily active users and monthly revenues of \$45M.
- Designed and implemented failure injection testing, coordinated support resources, and led company-wide communications.
- Directed the roadmap for application and infrastructure improvements, boosting availability from 97.0% to 99.0% and achieving \$750K in monthly savings.

## Data analytics services launch

- Led the launch of a data analytics pod under an executive initiative, enhancing data collection, analysis, capacity, security, and efficiency across the data management spectrum.
- Engineered and deployed a 160-cabinet hardware and software suite, incorporating a comprehensive technology stack including Hadoop, Vertica, Druid, Kafka, Spark, Storm, Kylo, Elasticsearch, and Kibana.
- Led the seamless migration of 120+ datasets, 200+ workloads, and 100+ pipeline jobs, achieving a 30% cut in data processing time and enhanced 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      |                          | • API development    |

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## EDUCATION

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