

Nicholas Ng

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EXPERIENCE

Apple

Staff Program Manager

San Francisco CA
September 2022 – May 2023

Core Data Management – Worldwide Sales

- Managed the product roadmap and service requests from Apple worldwide sales to implement and maintain systems of Data Governance and Master Data Management (MDM)
- Created the request process to address ad hoc, redundant, and incomplete requests. Formalizing requirements and narrowing the feature request scope reduced the backlog by 33% and improved delivery time by 25%.
- Facilitated the team's weekly, global forum 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

- Led the technical launch of the rewards site to engage high-value players and increase in-game play, spending on new products, and retention. Collaborated with Candy Crush, loyalty product, UX/UI, and engineering teams to deliver a digital storefront, exclusive player content, and dashboarding features.
- Achieved results over a 9-month pilot that exceeded projections, including \$400K monthly bookings (+10%), 70K unique monthly visitors (+25% return rate), and 63K reward redemptions (+20% conversion).
- Pioneered an automated dashboard for tracking participant KPIs by integrating diverse data sources with a visualization application. The data led marketing and product decisions that increased engagement metrics (NPS, visits, and time on site) by 10% each month.

Rally Health

Lead Technical Program Manager

San Francisco CA
January 2019 – September 2021

Medicare Fitness product launch

- Orchestrated the successful launch of the Medicare fitness program, generating \$215M in enrollment revenue in the first year.
- Launched the digital ad campaign, collaborating with marketing, analytics, and strategic partners (Fitbit and AARP) to manage content and channel distribution. Efforts resulted in the acquisition of 750K members.
- Led the development and implementation of a new 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 media portal to address COVID restrictions, providing access to 12K virtual and live-streaming classes from multiple content providers to help members maintain health goals.

Developer advocacy program

- Saved \$1M annually by consolidating 100+ engineering activities into 6 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 growing engineering department.
- Guided 5 pilot teams to switch from an internal CI/CD pipeline to Helm charts and GitHub actions, which reduced cycle times from an average of 2 weeks to 1.5 days.

PMO leadership team

- Led 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 launch

- Established Box's centralized hardware engineering program to consolidate and standardize the management of 30+ hardware configurations across 50+ services.
- Analyzed and initiated a \$2M savings opportunity for Box, reconfiguring hardware to create a new storage SKU that performed 2x faster at 25% less TCO.
- Scaled out hardware testing capacity by 3x 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

- Spearheaded the CTO initiative of production resiliency testing for MZ games, encompassing 15 services and 40 datastores serving up to 40K concurrent users and daily revenues of \$1.5M.
- Managed the design and development for application and data testing, coordinating support resources and companywide communications for live site testing.
- Built and executed a roadmap for application and infrastructure improvements, increasing availability from 97.0% to 99.0% and preserving \$750K/month.

Data analytics services launch

- Initiated and executed an executive initiative to deploy a data analytics pod to enrich data collection and analytical capabilities. The pod increased capacity, security, and efficiency in handling data feeds, pipeline services, data stores, and reporting toolsets.
- Orchestrated the design, acquisition, and deployment of 160 cabinets of hardware and applications. The technology stack included Hadoop, Vertica, Druid, Kafka, Spark, Storm, Kylo, Elasticsearch, Kibana, and Tableau.
- Oversaw the migration of 120+ datasets, 200+ workloads, and 100+ pipeline jobs, resulting in a seamless transition that reduced data processing time by 30% and enhanced 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 leadership | • DevOps/SRE | • System design |
| • Portfolio management | • Stakeholder management | • Cloud computing AWS | • KPI tracking |
| • Product management | | • Data science | • Roadmap management |
| • SDLC | • CI/CD | • Hardware/datacenter | • Budget management |

EDUCATION

University of California at Berkeley - B.A. Economics