## Contact

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## Top Skills

Timelines

Communication

DevOps

## Languages

English (Native or Bilingual)

Spanish (Elementary)

## Certifications

ITIL v3 Foundation

# Nicholas Ng

Senior Technical Program Manager

San Francisco Bay Area

## Summary

Accomplished senior program management professional with successful, broad-based, and career-defining accomplishments. Achieved goals by guiding the implementation of industry best practices, standards, processes, and tools to strengthen and drive optimal outcomes. Extensive expertise in leading and delivering cross-functional transformational solutions.

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## Experience

Apple
Project Manager
September 2022 - Present (1 year 3 months)

King
Senior Program Manager
September 2021 - August 2022 (1 year)

Candy Crush VIP and Loyalty program

• Drove the loyalty program innovation at King which tested different engagement and reward

mechanisms for high-value players in the gaming ecosystem.

Rally Health
Senior Technical Program Manager
January 2019 - September 2021 (2 years 9 months)
San Francisco Bay Area

Medicare Fitness product launch

• Program leader responsible for the oversight and end-to-end management of digital builds,

operational readiness, implementations, and marketing projects. Capital investment of $5-10M

annually and impacts of $233M in direct revenue year-over-year.

• Led 12+ engineering/scrum teams across multiple tech stacks in design, development, and launch of

the Renew Active product. The product connected 750K members with 20K fitness locations, 30K

community classes, and mental wellness resources.

• Drove the initial digital campaign by managing legal, marketing, analytics, partners, and engineering

deliverables and dependencies. Drove partner promotions, segment testing, and analytics to

outperform acquisition projections by 5%.

Developer advocacy program

• Created the first devops portfolio by consolidating 100+ independent activities into 4 DORA themed

programs. Drove value analysis, eliminated duplicate efforts, and resource reallocation leading to

$2M/year savings.

• Launched a communities of practice network to support the engineering's continuous deployment

objective. Driving community cooperation and collaboration, 5 teams successfully reduced to their

cycle time to one day from an average of 2-3 weeks

## Box
### Technical Program Manager
April 2018 - November 2018 (8 months)
San Francisco Bay Area

Hardware engineering program launch

• Established Box's central hardware engineering program to manage the lifecycle of 30+ hardware configurations across 50+ services and drive research for solution and architecture adoption.

• Scaled out Box's testing capacity by 3x leading to faster decision making. Shifted testing (DVT, PVT), analysis, and reporting to manufacturing and implementation partners. Reconfigured hardware test environments to align with production environments. Standardized the testing pipeline, automated benchmarking, and data reporting.

## MZ
### Senior Technical Program Manager - Technical Operations
July 2016 - March 2018 (1 year 9 months)
San Francisco Bay Area

Application resilience testing

• Led CTO initiative to test the resiliency of the production environment for all MZs games. The scope of failure injection included 15 production services and 40 datastores serving up to 40K concurrent users and daily revenues of $1.5M.

• Managed design and development for application and data testing. Coordinated support resources and companywide communications for live testing. Built roadmap for service and infrastructure improvements which increased availability from 99.9% to 99.999%.

Data analytics services launch

• Led an executive initiative to deploy a data analytics pod to service MZ's growing data collection and analysis requirements. The pod increased capability, capacity, and security to handle data feeds, pipeline services, data stores, and analytical and visualization toolsets. Sales and marketing decision time decreased by 50% resulting in 15% less cost per application install.

• Led design, acquisition, and deployment of 160 cabinets of hardware and applications. Stack included: Hadoop (HDP and MapR), Vertica, Druid, Kafka, Spark, Storm, Kylo, Elasticsearch, Kibana, and Tableau.

• Managed the migration of 120+ data sets, 200+ workloads, and 100+ pipeline jobs

## Gap Inc.
### Senior Project Manager
March 2015 - April 2016 (1 year 2 months)
San Francisco Bay Area

DevOps IaaS standardization

• Planned and managed the standardization of GapTech's Chef platform.  The project objectives were to mitigate technical debt, align Chef deployments between Gap organizations: stores, e-commerce, and corporate systems, and advance configuration management with new features.  This was achieved by updating all managed nodes (30,000+) to the latest, stable release of Chef (client and server) and consolidating their management environments from three to one.  Collected requirements and drove the design and deployment of an enterprise scale Chef server, coordinated the testing and upgrade of Chef client on all nodes, and coordinated the migration of environments (development to production across 3 data centers) to a new management server while maintaining stability for testing pipelines and release schedules. Tested and introduced new Analytics feature to capture and visualize previously unavailable metrics for performance of nodes.

Enterprise logging deployment

• Managed the deployment of the standardized enterprise logging solution (Splunk) for GapTech.  Collected requirements and managed installation of data center forwarders, clustered indexers, and clustered search heads. Drove the development, testing, and deployment of the Splunk client using Chef, which were installed to 10,000+ nodes and end points to collect log information.  Project scope included migrating Level 2 Operations support from their logging solution to Splunk and providing InfoSec with a unified reporting and visualization solution from their security logs.  Planned and managed the ingestion of current logs into archive or indexed modes for Operations to be able to create alerts, search data, and create reports.  Managed the ingestion of Infosec logs from firewalls, switches, and applications.  Assisted both teams in the automation of data ingestion, index creation, query set up, and report creation.

## Macy's
Senior Project Manager - macys.com
March 2011 - March 2015 (4 years 1 month)
San Francisco Bay Area

DevOps IaaS implementation
• Designed, planned, and managed the deployment of Chef configuration management tool.  This was achieved through process change for server builds from template and manual deployment to code based development and release workflow.  Designed and implemented training for operations engineers on Chef DSL, requirements writing, test writing, review, and Agile practices.  Chef was leveraged for macys.com virtualized infrastructure by migrating all applications from previously unmanaged infrastructure to a Chef managed infrastructure.  This effort consisted of deploying 4000+ nodes, testing and migrating 250+ applications, and coordinating activities between 20+ development and production support teams over the course of 14 months.
Developer tools program management
• Product Manager of the macys.com JIRA instance. The instance supports 100+ projects, 2000+ users, and 200,000+ stories, tasks, and issues.  Defined roadmap of version upgrades, plugins, and 3rd party integrations.  Managed corporate communications by internal focus groups, presentations, and training sessions.  Met regularly with the user community to adapt their projects to their requirements while aligning to best practices and usage of the tool.
E-commerce big data transformation

• Planned and managed macys.com advanced marketing analytics/business intelligence projects.  This included the conversion of macys.com's primary OLTP database (40TB) into a mixed workload OLAP database to support macys.com marketing research initiatives.  Worked with data and hardware architects to define requirements and create a plan to migrate the database while maintaining production SLAs.  Executed on migrating and restructuring the database over the course of 12 months.  Activities included hardware installation, database creation, data transformation and loading, regression testing and migration of batch jobs, and conducting interop and acceptance testing.

Aruba Networks
Program Manager - ACE
June 2009 - October 2009 (5 months)
San Francisco Bay Area

•   Recruited specifically to manage the Australian Department of Education and Training (DET) deployment which was Aruba's largest deal to date ($17M).  WLAN deployment scope included 463 education sites and 20 data centers covering the New South Wales region.
•   Created program dashboard which reported all deployment issues and forecasts.  Held regular meetings with executive management to report status and communicate issues and concerns between customer, partners, and other departments.
•   Managed action items with senior management in hardware and software engineering, QA, and product management to ensure complete solution delivery as specified by the RFP terms.  Managed milestones for production code release.  Worked with engineering team to quickly resolve observed deviations from regressed use cases during deployment to produce appropriate reports, bug fixes, and feature requests.
•  Coordinated hardware deliverables between senior management in supply chain operations and the integration partners to ensure timely and proper product delivery.
•  Managed the integration of the Aruba controller and WLAN equipment and AirWave management product into DET's multi-vendor support model.  Drove standardization of process and documents for DET's newly formed support group.
•  Provided project support to secondary service initiatives and other Aruba customers as needed.  Responsibilities included, but were not limited to, partner management, field trial management, project plan creation, SOW creation, data analysis, issue management, and resource management.

Veraz Networks
Senior Project Manager - Professional Services
July 2005 - July 2008 (3 years 1 month)
San Francisco Bay Area

• Managed project life cycle for domestic and international implementations of Veraz's VoIP software and hardware platform. Platform was implemented on Sun server clusters and deployed in data center environments. Responsibilities included gathering requirements, network design, issuing statement of work, creating project plan, custom feature development, software and hardware deployment, systems integration, acceptance testing, and operational transition. Project sizes ranged between $8M to $15M.
• Budgeted and managed project expenses and prepared P&L statement and analysis at the conclusion of each engagement. Worked closely with finance to close any revenue recognition gaps each quarter. Revenues ranged from $3M to $6M.
• Designed and managed the geographical diversification of an in-service system for a Veraz premier customer. The project required concurrent major hardware and software upgrades to the entire platform. All activity was completed within budget and schedule, while maintaining the customer's SLA commitments to their customers.
• Managed the concurrent development of Veraz's security (SBC) and QoS software solution utilizing Stage-gate NPI methodology. Directed the integration of these products into existing customers' systems on a pre-beta basis. Conducted the field trials and worked with product management, engineering, and QA to drive refinement of features to enhance the GA offering.
• Managed the design, development, implementation, and testing of Veraz SIP-I software used for proof of concept testing. Completed successful IPX (IP eXchange) trial between Telecom New Zealand and Telekom Austria. Trial tested interoperability of Veraz's alpha release to process SIP-I protocol packets from Telekom Austria and complete IMS based calls on the Telecom New Zealand Mobile network. Coordinated activities between teams from each company across four continents.

AirSurf Wireless
Senior Manager
July 2004 - July 2005 (1 year 1 month)
San Francisco Bay Area

• Planned and managed two greenfield controller-based WLAN infrastructure deployment pilots. Activities included developing project plans, managing

resources, RF site survey, procurement, structured cabling, access point and antenna installation, access point configuration, controller configuration, and RADIUS server configuration.  The pilots demonstrated proof of concept for security and usability of a single, partitioned 802.11 a/b/g network in multi-tenant commercial environment.

• Defined and documented operations process by standardizing acceptance criteria for WLAN performance and designed workflow based on project tasks, baseline configurations, and resources.

• Designed and developed inventory tracking database for service infrastructure assets.  Database tracked all components of deployment, and generated all cost based and network inventory reports.

## AT&T
### Project Manager
April 2001 - May 2004 (3 years 2 months)
San Francisco Bay Area

• Developed capacity and forecast models for AT&T's Tail Migration cost-savings program.  Documented workflows to benchmark cycle times for each migration and determine program metrics and annual goals.  These models tracked network utilization and migration status of DS1s across 249 sites and 5000+ circuits.  The cost savings achieved by program's end was $1.3M annually.

• Wrote project charter, developed, and executed the project plan to integrate recently acquired NorthPoint Lucent CBX500 switches into the existing IP architecture between AT&T DSLAMs and AT&T Core backbone.  The resulting design lead to a three times greater efficient network and the resulting savings was $360,000 annually.  Directed the redeployment of 40 CBX500 switches and migration of 176 DS3s over 18 months as part of the integration plan.

## NorthPoint Communications
### Program Manager
December 1999 - March 2001 (1 year 4 months)
San Francisco Bay Area

• Managed NorthPoint's partner interconnection program which provided 25% of the business's revenue stream.  The program provided access for all ISP partners including Earthlink, MSN, and Global Crossing between their IP backbone and the NorthPoint DSL subscriber footprint.

• Designed, planned, and implemented nationwide Layer 1 - 3 backbones to support NorthPoint's Metro and Regional Connect product offering.  Developed a nationwide meshed ring network by deploying a national routing and

switching infrastructure and managing national interexchange carrier (IXC) and regional local access carrier interconnections.

## SBC
Manager - Leadership Development Program
July 1997 - December 1999 (2 years 6 months)

• Recruited by SBC from a nationwide field of top university and MBA graduates to be one of only forty participants in the Leadership Development Program.
• Project managed all high capacity data and voice deployments in major California MSAs for Tier 1 carriers WorldCom, Level 3, and Global Crossings. Worked with carriers and internal business units to analyze growth, switch capacity, transport capacity, planned infrastructure builds, and matrix resource restrictions to create and execute project plans.
• Crafted regulatory responses in direct response to CLEC (competetive local exchange carriers) affidavits filed with the CPUC claiming unfair business practice.  Examined case facts, FCC and CPUC rulings, and tariffs to determine validity of claims against Pacific Bell and the parent company, SBC.
• Developed workflow and acquired project team to handle exception phase of internal stress testing for OSS development.

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# Education

University of California, Berkeley
Bachelor of Arts - BA, Economics