

Nicholas Ng

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EXPERIENCE

Apple

Staff Program Manager

San Francisco CA
September 2022 – May 2023

Core Data Management – Worldwide Sales

- Managed global product roadmap, focusing on aligning sales strategies and product development, including comprehensive risk management strategies that resulted in a 15% increase in sales efficiency and accelerating product time-to-market by 20%.
- Streamlined request process, formalized requirements, and narrowed feature request scope to reduce backlog by 33% and improve delivery time by 25%.
- Facilitated recurring global forums to communicate new product features and policy decisions to the sales organization, enhancing cross-functional and multi-time zone collaboration.

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 internationally 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 for the 3-quarter pilot: \$400K monthly bookings (+10%), 70K unique monthly visitors (+25% return rate), and 63K reward redemptions (+20% conversion).
- Created a comprehensive program dashboard using multiple data sources to track participant KPIs. Drove adaptive feature and content delivery with actionable insights, leading to a monthly 10% increase in engagement metrics (including NPS, visits, and time on site).

Rally Health

Lead Technical Program Manager

San Francisco CA
January 2019 – September 2021

Medicare Fitness product launch

- Launched the UHC Medicare fitness program, a top 10 initiative, generating \$215M in enrollment revenue in the first year.
- Introduced 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.
- Managed the digital ad campaign content delivery and channel distribution with marketing, analytics, and strategic partners (Fitbit and AARP). Efforts resulted in the acquisition of 750K members.
- Established 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 six cohesive DevOps programs, optimizing resource allocation, and streamlining development pipelines under a new engineering org structure.
- Optimized communication and workflow among 500+ engineers by deploying Stack Overflow for Teams, leading to a 30% reduction in issue resolution times and fostering a culture of knowledge sharing and collaboration.
- Transitioned five pilot teams to switch from a homegrown CI/CD pipeline to Helm charts and GitHub actions, lowering cycle times from an average of 2 weeks to 1.5 days.

PMO leadership team

- Championed a TPM practices committee to define roles and responsibilities between product management, software engineering, and PMO teams, continuously optimizing collaboration and communication.
- Aligned teams between SDLC, business processes, and Agile delivery through standardized onboarding, centralized documentation, teaming opportunities, and feedback collection

Box
Technical Program Manager
Hardware engineering program launch

Redwood City CA
April 2018 – December 2018

- 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
Senior Technical Program Manager
Application resilience testing

Palo Alto CA
June 2016 – March 2018

- 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.
- Managed design and development for failure injection testing, coordinated support resources, and facilitated companywide communications.
- Drove the 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.

CERTIFICATIONS

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

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 |

EDUCATION

University of California at Berkeley - B.A. Economics