

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, and refined feature scope, cutting backlog by 33% and enhancing delivery speed 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 an international 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, doubling 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.

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