#### Nicholas Ng

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**EXPERIENCE**

**Apple** **San Francisco, CA**

**Staff Program Manager September 2022 – May 2023**

**Core Data Management – Worldwide Sales**

• Managed global product roadmap, focusing on aligning sales strategies and product development, directly contributing to quality and reliability in deliverables, 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, enhancing support and enablement for cross-functional teams to reduce backlog by 33% and improve delivery time by 25%.

• Facilitated recurring global forums to communicate new product features and policy decisions, fostering incident management and cross-functional collaboration.

**King Games** **San Francisco, CA**

**Senior Technical Program Manager 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 to track participant KPIs. Performed data analysis and drove product management and content delivery with actionable insights, leading to a monthly 10% increase in engagement metrics (including NPS, visits, and time on site).

**Rally Health** **San Francisco, CA**

**Lead Technical Program Manager 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, reducing resolution times by 30% and promoting knowledge sharing and collaboration.

• Transitioned five pilot teams to switch from a homegrown CI/CD pipeline to Helm charts and GitHub actions, enhancing technical program management and DevOps/SRE practices, and 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 Redwood City, CA**

**Senior Technical Program Manager April 2018 – December 2018**

**Hardware engineering program launch**

• Established Box’s centralized hardware engineering program, aligning technical architecture and hardware/datacenter 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 Palo Alto, CA**

**Senior Technical Program Manager June 2016 – March 2018**

**Application resilience testing**

• 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**

| * Program management * Portfolio management * Product management * Stakeholder management * Technical architecture * Change management | * Agile/Scrum leadership * Jira/Confluence * CI/CD * SDLC * Data visualization * Quality assurance * Vendor management | * DevOps/SRE * Cloud computing AWS * Data science * Hardware/datacenter * Technical writing * Master data management | * System design * KPI tracking * Roadmap management * Budget management * Risk management * Developer tools * API development |
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**EDUCATION**

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