#### Nicholas Ng

**email:** [nicholas@nicholasng.me](mailto:nicholas@nicholasng.me) **phone:** (510) 333-6355

**linkedin:**[linkedin.com/in/nicholasngtpm](https://www.linkedin.com/in/nicholasngtpm/) **location:** San Francisco, CA

**EXPERIENCE**

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

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

**Core Data Management – Worldwide Sales**

• 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** **San Francisco, CA**

**Senior Technical Program Manager September 2021 – August 2022**

**Candy Crush VIP and Loyalty Program**

• Managed the technical launch of the loyalty site by coordinating with international teams across Candy Crush sectors, introducing a robust bonus system, a digital storefront, exclusive content, and advanced dashboarding features to elevate player engagement and retention.

• Surpassed pilot projections by implementing targeted marketing strategies and program enhancements, achieving $400K in monthly bookings (+10%), attracting 70K unique visitors (+25% return rate), and facilitating 63K reward redemptions (+20% conversion).

• Designed a comprehensive program dashboard for real-time tracking of participant KPIs and program OKRs, adapting roadmap strategies to secure a consistent 10% month-over-month increase in key engagement metrics.

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

**Lead Technical Program Manager January 2019 – September 2021**

**Medicare Fitness product launch**

• Directed the successful launch of the UHC Medicare fitness program, driving $215M in enrollment revenue and positioning the initiative among the company's top 10.

• Led 15 cross-functional teams to release a multiplatform fitness application, employing Agile and traditional methodologies to surpass initial projections in feature delivery and user engagement.

• Coordinated with marketing, analytics, and commercial partners Fitbit and AARP to craft and execute digital ad campaigns, acquiring 750K new members.

• Implemented a media portal with a tiger team to adapt to COVID restrictions, providing members access to 12,000+ virtual and streaming classes and re-establishing utilization from 0% to 20%.

**Developer advocacy program**

• Streamlined engineering operations by consolidating activities into five DevOps programs, saving $1M annually and enhancing development efficiency.

• Facilitated cross-team communication among 500+ engineers by integrating Stack Overflow for Teams, improving problem resolution times by 30%.

• Enhanced development workflows by migrating teams to modern CI/CD tools, notably reducing cycle times from 2 weeks to 1.5 days.

**PMO leadership team**

• Established a TPM practices committee, standardizing roles, processes, and collaboration methods across product management, software engineering, and PMO teams.

• Promoted SDLC and Agile best practices, improving team collaboration and project delivery efficiency.

**Box Redwood City, CA**

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

**Hardware engineering program launch**

• Initiated Box’s first centralized hardware engineering program, overseeing the lifecycle of 30+ hardware configurations across 50+ services.

• Optimized hardware configurations for a key storage solution, achieving $2M in cost savings and doubling performance at a 25% lower total cost of ownership.

• 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 Palo Alto, CA**

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

**Application resilience testing**

• Championed a CTO-led initiative to improve production resilience, conducting comprehensive tests across 15 services and 40 data stores, enhancing service availability to 99%.

• Pioneered failure injection testing processes, improving system robustness and reducing incident response times.

**Data analytics services launch**

• Spearheaded the development of a data analytics pod, significantly improving data management capabilities across the company.

• Deployed a comprehensive data science suite, including streaming, Big Data, and visualization tooling, leading to a 30% reduction in data processing times and increased 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