#### 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 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**

• 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** **San Francisco, CA**

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

**Medicare Fitness product launch**

• 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 Redwood City, CA**

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

**Hardware engineering program launch**

• 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 Palo Alto, CA**

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

**Application resilience testing**

• 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**

| * 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