

Nick Young

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Experience

Internal Product Manager, Facebook

2015 to present

- Released a product in Q3 of 2015 for the sales team that identifies underperforming Facebook advertisers. This product then delivers recommendations to fix underperformance
- Analyzed usage data to support decisions and create features to increase user engagement and retention
- Facilitated discussions with salespeople and engineers to meet business requirements and technical feasibility
- Recruited designers and engineers to design and develop the unstaffed product

Client Platform Engineer, Facebook

2011 to 2015

- Developed a software framework for the client platform engineering team to leverage, enabling better manageability of Macs resulting in a 65% reduction in deployment and downtime
- Built a Chef client management infrastructure to replace off the shelf software to meet the scale requirements of Facebook (15,000+ Macs)
- Designed unit testing and error logging infrastructure to catch errors before and during production
- Open sourced management tools to remove similar problems for production engineers (github.com/facebook/IT-CPE)

Founder, The Real Mac Genius.com

2010 to 2015

- Developed concept and vision for website. Created a strategy to achieve mission statement and recruited a 10-person team around the United States and China to execute strategy
- Consistently challenged team to identify hot topics and create new and innovate products for site
- Daily interaction with executives and PR professionals to sell value of TRMG website resulting access to the latest products and company information for news articles and product reviews
- Consulting
 - Spark (itunes.apple.com/us/app/spark-the-social-news-network/id814039888)
 - Spree (itunes.apple.com/us/app/spree-student-marketplace/id965705751)

IT Intern, EMC

2010 to 2011

- Envisioned the strategy and implementation of Mac technology for EMC
- Developed internal tools to meet company requirements

Desktop Support, Informatica Corporation

2006-2009

- Audited computers throughout the workplace to ensure compliance with software licenses
- Developed process standards for PC triage and break/fix activities
- Presented the pros and cons of using Macs in a traditional Windows corporate environment to Senior IT managers

Education

Santa Clara University, Leavey School of Business

Expected Graduation 2017

Bachelor of Science, Management and Information Systems, Chinese Minor

Additional Skills

- Software Languages: Python, React, Objective-C, and Ruby
- Languages: English (native) and Mandarin Chinese (proficient)
- Data: Apache Hive, Apache Hadoop, Facebook Presto