

# Nicholas Ng

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## EXPERIENCE

### Program Manager | Apple, Cupertino, CA | September 2022 – May 2023

#### Core Data Management – Worldwide Sale

- Increased sales efficiency by 10% by implementing master data management best practices and tooling, reducing data inconsistencies and improving data quality for decision-making.
- Reduced the data management team's backlog by 33% and improved delivery velocity by 25% by standardizing the request process, establishing concise requirements, and refining feature scope.
- Enhanced collaboration across functions and time zones by managing recurring global forums and briefing sales leadership on new data management features and governance policies.

### Senior Technical Program Manager | King Games, Foster City, CA | September 2021 – August 2022

#### Candy Crush Loyalty Program

- Increased player engagement and retention by 10% by leading the market launch of King's loyalty site. Led a cross-functional development effort with teams from Candy Crush, loyalty, UX/UI, product management, and engineering, rolling out a bonus system and digital storefront tailored for high-value players.
- Elevated engagement metrics by 15% month-over-month through implementing a comprehensive Google Analytics dashboard, spearheading strategic discussions with leadership, and driving data-informed roadmap development.

### Lead Technical Program Manager | Rally Health, San Francisco, CA | January 2019 – September 2021

#### Medicare Fitness program

- Generated \$215M in first-year enrollment revenue by directing the market launch of the UHC Medicare fitness program, a top 10 company initiative.
- Launched a multiplatform (web, tablet, phone) fitness application, coordinating 15+ cross-functional teams across four business units, integrating Agile and traditional project management methodologies. The application drove a 30% increase in user engagement and a 25% growth in subscription revenue within the first six months.
- Acquired 750K members by executing digital ad campaigns with UHC marketing teams and strategic partners Fitbit and AARP, leveraging existing advertising channels and targeted content distribution.
- Spearheaded a 20% engagement recovery during COVID-19 lockdowns by leading a tiger team to rapidly deploy a virtual gym and class portal, providing seniors access to 2,000+ streaming sessions.

#### Developer advocacy program

- Saved \$1M by consolidating 100+ engineering activities into five unified DevOps programs, enhancing operational efficiency and development pipeline agility.
- Reduced resolution times by 30% by implementing Stack Overflow for Teams, optimizing communication and workflow among 500+ engineers, and fostering an environment of knowledge sharing and collaboration.
- Reduced cycle times from 2 weeks to 1.5 days by streamlining development processes, transitioning five pilot teams to Helm charts and GitHub actions, which optimized deployment efficiency.

#### PMO leadership team

- Improved collaboration and process efficiency at Rally by leading a TPM practices committee, influencing product and engineering teams to adopt standardized Agile and SDLC practices, and establishing role clarity and operational effectiveness.

## **Senior Technical Program Manager | Box, Redwood City, CA | April 2018 – December 2018**

### **Hardware engineering program**

- Established Box's centralized hardware engineering program, unifying 30+ hardware configurations across 50+ services and achieving a 20% operational efficiency improvement and system integration through strategic planning and process optimization.
- Drove a \$2M cost savings and doubled compute and storage performance at Box by reengineering the hardware storage solution, achieving a 25% reduction in total cost of ownership (TCO).
- Enhanced decision-making efficiency by 25% by tripling hardware evaluation through strategic delegation of testing, analysis, and reporting to manufacturing and implementation partners.

## **Senior Technical Program Manager | Machine Zone, Palo Alto, CA | June 2016 – March 2018**

### **Application resilience program**

- Led a CTO initiative that enhanced production resiliency by testing 15 services and 40 data stores, directly supporting 3M daily active users and contributing to \$20M monthly revenue.
- Raised system availability from 97% to 99% and realized \$750K/month in savings by designing failure injection testing and managing the roadmap for application and infrastructure improvements, enhancing operational reliability and cost-efficiency.

### **Data analytics services program**

- Enhanced data capacity and processing efficiency by 15% and analysis speed by 20% by engineering and leading the launch of a data analytics pod. Engineered 160-cabinet hardware deployment and integration of new database, data streaming, and visualization technologies.
- Led the seamless migration of 120+ datasets and 200+ workloads, reducing data processing time by 30% and enhancing accuracy by 15% by leveraging advanced ETL tools and data integrity checks, demonstrating exceptional data management and optimization skills.

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## **CERTIFICATIONS**

**Project Management Institute** - Project Management Professional PMP (1392223) (expired July 2020)  
**AXELOS** - ITIL V3 Foundations

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## **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      | • ServiceNow ITSM     | • Developer tools    |
|                          | • Vendor management      | • UX/UI               | • API development    |

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## **EDUCATION**

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