

# Nicholas Ng

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## EXPERIENCE

### Founder/Product | Stealth startup | April 2025 - Present

- Defined the product vision, user journeys, and roadmap for a mobile-first disaster preparedness app by conducting 30+ user interviews and 5 competitive analyses, resulting in a MVP feature set including offline emergency contacts, supply checklists, and geofenced meetup plans.
- Led full-stack iOS emergency preparedness app from concept to MVP by architecting AI-powered photo recognition, camera integration, and e-commerce affiliate deep-linking, enabling users to instantly assess disaster readiness and purchase missing supplies with one-tap checkout

### Caregiver | Career Break | June 2024 - December 2024

- Took family care leave to provide full-time support for a parent undergoing cancer treatment.

### Senior Program Manager | Apple | Cupertino, CA | September 2022 – May 2024

#### Master Data Management – Worldwide Sales

- Reduced sales motion cycles by 15% by implementing a master data management framework that standardized data flows, implemented validation checkpoints, and maintained data governance, reducing information inconsistencies in the sales process.
- Reduced backlog by 33% and increased delivery velocity by 25% by centralizing feature request intakes, which reduced redundant planning and tasks, and led Scrum of Scrums planning across 10+ engineering teams, improving coordination between units and aligning priorities.

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

#### Candy Crush Loyalty Program

- Increased player retention by 10% by launching a 0-to-1 King loyalty platform offering personalized, cross-platform rewards. Spearheaded design sprints, coordinated cross-team development (game, UX/UI, and engineering), and managed the release across web, smartphone, and tablet platforms.
- Improved delivery timeliness by 100%, doubling release frequency through Agile reform. Served as an interim engineering lead, introduced Program Increment (PI) planning, optimized story refinement processes, coached teams on backlog prioritization, and implemented a sprint-based release strategy.
- Boosted engagement metrics by 15% month-over-month by implementing Google Analytics dashboards and leading data-driven roadmap development with senior leadership.

### 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 GTM activities for the market and product launch of UHC's largest fitness program to date.
- Led the design, development, and launch of a multiplatform mobile application to improve Medicare participants' physical, mental, and emotional fitness. Managed 15+ engineering teams to develop a platform to deliver class recommendations, virtual gym portals, mental fitness games, paired healthcare data, and integrated rewards/loyalty mechanics resulting in a 50% engagement rate and 60+ NPS.
- Spearheaded a 20% engagement recovery during COVID-19 by deploying a virtual gym and class portal. Led a tiger team to integrate streaming classes, enabling access to 500+ sessions for senior citizens affected by social distancing restrictions.

### **DevOps enablement program**

- Saved \$1M and reduced engineering backlog by 15% by consolidating 100+ developer activities into five unified DevOps programs. Designed standardized workflows, implemented CI/CD pipelines, and established automated testing frameworks, enabling development teams to reduce redundant tasks, streamline operations, and accelerate delivery across the organization.
- Reduced deployment cycle times from 2 weeks to 1.5 days by transitioning five pilot teams from manual to automated processes with Helm charts and GitHub Actions. Trained engineering teams in Kubernetes best practices and built CI/CD pipelines that simplified deployment, scaling, and observability.

### **PMO leadership team**

- Led a 6-member TPM team to drive the adoption of governance frameworks, Scaled Agile methodologies, SDLC practices, and tooling improvements (e.g., Jira, Confluence, and CI/CD pipelines), improving collaboration and efficiency for 1000+ members of product and engineering teams.

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

### **Hardware engineering program**

- Improved resource utilization by 20% by centralizing all hardware engineering and establishing unified management of asset lifecycle, warranty, procurement, and performance metrics across 50+ services.
- Saved \$2M and doubled compute and storage performance by reengineering, testing, and deploying a 3x dense and 2x performant storage solution, reducing TCO by 25%.
- Improved decision-making cycles by 25% by tripling hardware evaluation throughput. Delegated testing, analysis, and reporting tasks to specialized manufacturing and implementation partners, enabling faster feedback loops and allowing internal teams to focus on strategic decision-making

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

### **Application resilience program**

- Raised system availability from 97% to 99%, saving \$750K/month, by leading a CTO-backed initiative focused on production resiliency. Spearheaded failure injection testing, refactored 15 services and 40 data stores to enhance fault tolerance, and established an automated monitoring and recovery system that significantly reduced downtime across critical services.

### **Data analytics services program**

- Increased data capacity by 15% and analysis speed by 20% by leading the deployment of a new data analytics pod. Oversaw the procurement and integration of a 160-cabinet hardware deployment with advanced database solutions, data streaming, and visualization technologies, enabling real-time analytics and optimizing performance for complex data processing workflows across the organization.

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## **CERTIFICATIONS**

**Project Management Institute** - Project Management Professional PMP (expired March 2022)

**Certified Scrum Master** - Scrum Alliance (expired July 2020)

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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                  | • Full stack development | • 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, Berkeley** | B.A. Economics