

# BRIAN C. NG

1308 Henriette Delille St, New Orleans, LA 70116 • (917) 903-0909 • bcn220@gmail.com • https://ng-brian.com

---

## EXPERIENCE

---

**REVELRY LABS** - *digital innovation studio*  
*Product Manager*

**New Orleans, LA**  
*May 2018 - Nov 2018*

- Shipped features weekly to live logistics software, including core dispatch flow, that increased total tons delivered by 373%, daily active drivers by 27%, and dispatcher productivity by 35%
- Led cross-functional team of 15 (nine engineers, two designers, one QA, one DevOps, two clients) in Agile one week sprints
- Created new release process and checklist for weekly deploys that increased successful deploys to production by 80%
- Analyzed performance logs with tech lead, discovering code that performed queries on a table with millions of rows, increasing exponentially; prioritized work on archiving task that reduced average server response times from 4.3s to <300ms

*User Experience Engineer*

*Feb 2017 - May 2018*

- Built prototype for 20echo fishing app, allowing team to run user research and validate customer need; led product definition, created wireframes, and coded front end for v1 iPhone app (React Native)
- Partnered with Revelry CTO to design kiosk experience for bowling alley using legacy hardware (Ruby, React Native)
- Organized and facilitated multiple design sprints for clients and internal teams; materials and case studies became foundation for Revelry's Design Thinking service offering

*Software Engineer*

*Oct 2015 - Feb 2017*

- Managed relationship with Hyatt API team and coded front end for redesign of Hyatt member's site (React, JavaScript)
- Addressed technical debt on a long running project by identifying root causes and applying test-driven solutions app wide, stabilizing code base and client relationship (Ruby on Rails, React)
- Repurposed real estate platform (RevBroker) to incorporate auction mechanics for real estate entrepreneur client

## IBM INTERACTIVE EXPERIENCE

*Senior UX Designer (Jun 2014 - Oct 2015); UX Designer (Mar 2013 - Jun 2014)*

**New York, NY**  
*Mar 2013 - Oct 2015*

- Conducted customer research for Citibank's Apple Watch project and presented concepts to executive audience; after stakeholder buy in, created wireframes for v1 experience; featured as only banking app in Apple Watch launch
- Led design team of six in IBM Mexico to redesign mobile app and ATM interfaces for a Mexican banking client
- Created wireframes for Tiffany & Co.'s global mobile web redesign, increasing checkout conversion by 15%
- Facilitated design sprint for Verizon Wireless, leading to a IBM white paper on omni-channel experience strategy

*Consultant*

*Aug 2012 - Mar 2013*

- Performed QA for Tiffany & Co.'s global front end redesign, testing functionality in four browsers across 22 localized sites
- Conceived of and launched IBM office hours for an internal innovation challenge that connected execs with 100+ new consultants in three cities on topics such as digital innovation, client experience, and career growth
- Orchestrated meetings across seven timezones and managed trainers to ensure successful rollout of HR mobility plan

---

## EDUCATION

---

**New York University, Stern School of Business**  
*BS in Finance and Social Entrepreneurship*

New York, NY  
2008 - 2012

- Founding Member and President (2011) of NYU Net Impact Chapter

**DevMountain Coding Bootcamp**  
*13 Week Full Stack JavaScript Web Development Immersive*

Provo, Utah  
Summer 2015

---

## ADDITIONAL

---

- **Programming Languages:** JavaScript, React/React Native, HTML/CSS, Ruby on Rails, NodeJS, Elixir (some)
- **Mentorship:** Women of Color UX Design Course - interview prep, resume/portfolio feedback, and career advice
- **Interests:** Travel (visited 32 countries), Cooking, Meditation, Staying Active (Yoga, CrossFit, Volleyball)