# Arne Huang

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## INTRODUCTION

I'm a technology analyst at Citi completing my first 12-month rotation in support. I'm looking to gain further experience in a more consumer tech focused environment.

## EXPERIENCE

### TECHNOLOGY ANALYST - SUPPORT

CITIGROUP

JUNE 2016 - PRESENT

I'm part of the rotational graduate program. In my first 12-month rotation I support Citi's research product, [www.CitiVelocity.com](http://www.CitiVelocity.com).

Achievements:

- Currently driving the addition of 10+ support features in the transition from the old Siebel CRM system to a new in-house CRM application
  - Removed the need for interacting with entitlements, accounts now use standardized profiles with preset entitlements
  - Ability to search via regular expressions (OR AND *, etc)
  - Standardized the bulk uploading of contacts via an Excel template to ensure user friendliness
- Spearheaded the migration of on-boarding requests for several applications from a SharePoint spreadsheet to an in-house automated on-boarding flow. Communicated clearly with all stakeholders involved regarding the migration and mitigated any business impacts, **resulting in the turnaround time for on-boarding requests to be cut by 50%**
- Implemented an Outlook add-in to allow our support team to raise tickets directly from Outlook, automatically populating information from the issue email. We had 85,000 requests in 2016, even saving 1 minute raising a ticket for every request **results in 1400 man hours saved**.

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## INTERNSHIP | DATA SCIENTIST CONSULTING INTERNSHIP
CUSTOMER MARKETING GROUP

MAY 2015 – AUGUST 2015

Worked with two clients, Tena and Wholesome Sweeteners, who came with the goal of driving more top line revenue.

1. I started by deep diving into sales data - visual explorations, summary statistics. I no longer touch the mouse using Excel.
2. I then generated informed hypotheses - "a 20% discount during holiday season will result in 30% lift"
3. I tested these hypotheses: linear / logistic regression, ANOVA, cross-validation. Contributed to a custom R package.
4. For statistically significant improvement, I built forecasts in R
5. Along with upper management, I presented 7 key findings to the clients.

During my time, I also built a generalized inventory model to track how much product distributors are warehousing. This model led to the discovery of several distributors diverting the inventory of our clients. Partnering with upper management, I presented this insight to key stakeholders.

## EDUCATION | UNIVERSITY OF WATERLOO, WATERLOO, ONTARIO, CANADA
BACHELOR OF MATHEMATICS

Double major in Statistics and Psychology

Led two research projects winning $10000 in undergraduate research awards