

# Arne Huang

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**INTRODUCTION** | I'm an associate technology analyst at Citi completing my first 12-month rotation. I'm looking to gain further product management experience at a smaller, more agile company.

**CURRENT ROLE** | **ASSOCIATE TECHNOLOGY ANALYST (ROTATIONAL)**  
CITIGROUP  
JUNE 2016 - PRESENT

In my first 12-month rotation I'm primarily involved with managing support features for Citi's research product, CitiVelocity.com.

- **Decreased average support ticket time from 17 minutes to 12** by spearheading the "Mimic" button which allows support teams to diagnose user issues via a one click complete mimic of user profiles
- **Reduced subscription related queries from clients by 30%** through a rework of the subscription manager
- **Reduced how long access request tickets remained open for by 15%** by introducing automated requests for approval from sales

I also initiated the conversion of users from our research articles to our trading platforms (**currently 20% of DAU click through**) by implementing a one-click link to our trading platforms from our research articles

I achieved the above by constantly gathering information:

- I'm always talking to internal and external users, formally and informally, *trying to determine pain points*
- I'm constantly analyzing what's out in the market: *the current trending features that stick*, as well as *our competitors' features*
- I'm in constant communication with sales, marketing, support and engineering *taking in their insights and tracking KPIs*
- *I analyze usage metrics and KPIs* to determine if any actionable insights are present as priorities

I synthesize all of the above information in order to **identify product opportunities**, advise on **priorities for the next sprint**, and lay out **the roadmap** in the short and long term.

## **EXPERIENCE** | **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 here 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, Dean's Honour List

Led two research projects winning \$10000 in undergraduate research awards

Relevant Courses: Data Structures & Algorithms, Managing Information Systems, Databases, Networks, Financial Computation, Forecasting, Generalized Regression Modeling, Experimental Design