# 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, www.CitiVelocity.com.

➢ **Decreased average support ticket time from 17 minutes to 12** by spearheading the "Mimic" button. Allows support teams to diagnose user issues via a one click complete mimic of user profiles. Identified this pain point by integrating sales and support feedback alongside analysis of KPIs (ticket resolution time). Working together with design, engineering and support, this feature was wireframed, designed and implemented.

➢ **Reduced subscription related queries from clients by 30%** through a rework of the subscription manager. Incorporating user feedback and volume metrics, subscriptions were identified as a pain point. Engineering advised this was easily implementable, thus making it a priority that was executed.

➢ **Reduced access request ticket durations by 15%** by introducing automated requests for approval from sales. Having my technical perspective sit alongside support teams allowed for better understanding of processes as well as the identification of several automation solutions, this being one.

In addition to my support projects, I also initiated the conversion of users from our research to our trading platforms (**currently 10% of DAU click through**) by embedding a one-click button to our rates platforms inside articles. The idea for this feature came from looking at effective tools for engagement and conversion in the latest trending technologies.

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## PREVIOUS 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