

Arne Huang

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INTRODUCTION | I'm a recent graduate from the University of Waterloo currently working as a technology analyst at Citi. I'm looking to drive excellent user experiences as a product manager.

CURRENT ROLE | **PRODUCTION SUPPORT ANALYST | CITIGROUP**

JUNE 2016 - PRESENT

Production support is the communication bridge between the business and the developers. For the applications that I support:

- I gather information to determine which features to prioritize
- I help execute new features and enhancements
- I make sure developers are properly accounting for user needs
- I make sure business requirements are technically reasonable

Some projects I've spearheaded:

- For the access request form to Citi's research portal, I analyzed usage metrics to determine that this was a pain point for new users. I then gathered inter-team suggestions to implement an automated process - instead of support teams having to manually forward access requests to salespeople for approval. +10% user sign-ups monthly.
- To improve conversion rates from Citi's research portal to Citi's trading platform, I worked with various teams to identify and implement a one click "trading access" button on our live quotes and charting pages. We had 2k clicks on this button in the 1st month.

Drawing from multiple sources of information, I communicate with all involved parties. For the developers, I help to determine priorities for the next sprint. I'm also involved in daily stand up meetings to ensure execution is on track.

EDUCATION | **UNIVERSITY OF WATERLOO, WATERLOO, ONTARIO, CANADA**

BACHELOR OF MATHEMATICS

Major in Statistics, double major in Psychology

CS/Statistics courses: Algorithms and Data Structures, Managing Information Systems, Databases, Networks, Financial Computation, Forecasting, Generalized Machine Learning, Function Estimation, Generalized Regression Modeling, Experimental Design