

# Anne Xie

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## EXPERIENCE

### Product Manager, Loyalty Technology | Wyndham Hotels & Resorts

Wyndham Rewards, Parsippany, NJ

Oct 2019 - Jun 2020 | Requirements Gathering, Release Planning, & Testing

- Managed all QA and UAT efforts for web, mobile, & customer support apps prior to monthly/promotion loyalty platform releases and conducted post-launch reviews
- Prioritized changes & enhancements to global loyalty & CRM systems against Loyalty Tech roadmap to maximize member & franchisee satisfaction and reduce costs
- Defined and communicated business & data requirements, functional specs, reporting metrics, and bugs with cross-functional teams for data platforms and UI
- Developed & tested mobile app test plans, test cases, and environmental setup
- Initiated usability testing plan for loyalty platform with Market Research team
- Solved 3-day turnaround COVID-19 launch of #EverydayHeroes status upgrade for essential workers and extended expiration dates for loyalty status & points

### ClassInSight/EduSense Project Manager | Carnegie Mellon University

Human-Computer Interaction Institute, Pittsburgh, PA

Oct 2018 - Oct 2019 | Scalable Professional Development Tool Design for Educators

- Product management as part of team building first of its kind web app & computer vision system to give teachers data-driven feedback on in-classroom behaviors
- Designed and led user research sessions to drive instructor dashboard feature development for private university and public K-12 school district deployments
- Led data collection of 40+ courses and 500+ hrs of security camera data and annotation by human coders to train machine learning activity detection system
- Managed feature scope & project schedule to iterate on results for open source software distribution & publication for engineering team and broader research team
- Wrote 3 IRB research study plans and managed institutional reviews & board inquiries for first of its kind wide scale classroom data collection process

### Business Intelligence Consultant & Data Engineer

*Inquidia Consulting (acquired by Hitachi Vantara)*

Boutique Business Intelligence Consulting Firm, Chicago, IL

Aug 2016 - Jul 2017 | ETL/ELT & Reporting

- Built ETL data pipeline and wrote high-performing SQL queries to power 7 real time customer-facing reports/dashboards for government education client
- Identified and fixed bugs in the larger, overarching ETL system loading matched student records from multiple data sources to MySQL database using Pentaho DI
- Migrated multiregional enterprise client data warehouses from Oracle to Snowflake

### Data Science Intern | SimpleRelevance (acquired by Rise Interactive)

Machine Learning for Marketers B2B Startup, Chicago, IL

Jun 2015 - Aug 2015 | Machine Learning: Communication & Implementation

- Built production-deployed Python implementations of clients' business rules (e.g. item filter based on Levenshtein distance of items' descriptions) into core product: item recommendation engine of our machine learning platform for digital marketers
- Created a Naive Bayes search term classifier trained on client's user-inputted online search records using natural language processing insights
- Wrote external-facing blog posts & internal guides and presented on projects to make technical knowledge about machine learning and recommendation algorithms accessible and easy to digest for marketing & business teams

## EDUCATION

### Carnegie Mellon University

School of Computer Science:

Human-Computer Interaction Institute

M.S. Educational Technology & Applied Learning Science

Aug 2018 | GPA: 3.96

### Northwestern University

School of Education & Social Policy

B.S. with Honors

Mathematical Methods in the Social Sciences (Econometrics) &

Learning and Organizational Change

**Honors Thesis:** Analyzed EverQuest2 online multiplayer game's server-side player data using logistic regression to predict mentorship and negative binomial regression to estimate total mentees using PostgreSQL, Python, R

Jun 2016 | GPA: 3.61

Founding President of Archery Club

## SKILLS

### Programming

SQL, Python, Jupyter, HTML/CSS, JavaScript, APIs, Git, Bash/Shell, R

### Software

AWS, Pentaho, Google Analytics, Jira, Tableau Desktop Qualified Associate

### Design Research

Contextual Inquiry, Interview, Survey, Usability Testing, A/B Test, Ethnography

### Languages

English (native), Chinese, Spanish

## PROJECTS

Global Corporate E-Learning Design

Scrum Product Owner Jan 2018 - Aug 2018

Innovation & Insights Intern

Slalom Consulting Jan 2015 - Mar 2015

## PUBLICATION

Ahuja, K., Kim, D., Xhakaj, F., Varga, V., Xie, A., Zhang, S., Townsend, J. E., Harrison, C., Ogan, A., & Agarwal, Y. (2019). EduSense: Practical classroom sensing at scale. *Proc. ACM on Interactive, Mobile, Wearable and Ubiquitous Technol.*, 3(3), 1-26.