

# Anne Xie

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## EXPERIENCE

**Phenom People** Pittsburgh, PA (Remote)

**Senior Product Manager** Apr 2022 - Jul 2023

**Product Manager** Apr 2021 - Apr 2022

- Launched market-leading workforce intelligence product for HR leaders, with career framework, succession planning, and people manager SKUs, resulting in \$250k+ revenue from each of 7 early customers
- Led algorithm improvements for Career Pathing product which recommends internal roles and courses to each employee using AI-identified required skills and human-in-the-loop input from employees & business leaders
- Proposed and implemented knowledge graph & contextual data embeddings to personalize UX across products in collaboration with individual product teams
- Led development & implementation for new DE&I product which allows customers to recruit more diverse candidates and evaluate applicant diversity against benchmarks

**TeleTracking Technologies** Pittsburgh, PA

**Product Owner, ML & Data Platform** Nov 2020 - Apr 2021

- Led UX research for company's inaugural ML forecasting product, which convinced the company to pivot and use the same models to provide value in existing products
- Defined and communicated business & data requirements, reporting metrics, and bugs with cross-functional teams for data platform team and ML product team

**Wyndham Hotels & Resorts** Parsippany, NJ

**Product Manager, Loyalty Technology** Oct 2019 - Jun 2020

- 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
- Managed all UAT efforts for web, mobile, & customer support apps prior to monthly/promotion loyalty platform releases and conducted post-launch reviews
- Developed & tested mobile app test plans, test cases, and environmental setup

**Carnegie Mellon University** Pittsburgh, PA

**ClassInSight/EduSense Project Manager** Oct 2018 - Oct 2019

- Project management as part of team building first of its kind web app & computer vision system to give teachers ML-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

**Inquidia Consulting (acquired by Hitachi Vantara)** Chicago, IL

**Business Intelligence Consultant & Data Engineer** Aug 2016 - Jul 2017

- Built ETL data pipeline and wrote high-performing SQL queries to power 7 real time customer-facing reports/dashboards for government education client
- Migrated multiregional enterprise client data warehouses from Oracle to Snowflake

## 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

**Design Research**

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

**Technical**

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

**Software**

Jira, Tableau Desktop Qualified Associate,  
Snowflake, AWS, Postman, Pentaho

**Languages**

English (native), Chinese, Spanish

## PROJECTS

**Global Leadership Training Redesign**

Ernst & Young (EY) Jan 2018 - Aug 2018

**Innovation & Insights Intern**

Slalom Consulting Jan 2015 - Mar 2015

## VOLUNTEER

**Literacy Pittsburgh** Mar 2019 - Oct 2019

Adult ESL Tutor

**Tutoring Chicago** Sep 2016 - May 2017

4th Grade Math & English Tutor