

Anne Xie

Product Manager

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EDUCATION

Carnegie Mellon University School of Computer Science: Human-Computer Interaction Institute

M.S. Educational Technology & Applied Learning Science

Aug 2017 - Aug 2018 | GPA: 3.96

Northwestern University School of Education & Social Policy B.S. Education & Social Policy |

Majors: Mathematical Methods in the
Social Sciences,

Learning and Organizational Change
Sep 2012 - Jun 2016 | GPA: 3.61

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

SKILLS

Design Research

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

Programming

SQL, Python, HTML/CSS, JavaScript,
Git, Bash/Shell, API Testing, R

Software

Tableau Desktop Qualified Associate,
Jira, Confluence, Postman, Pentaho

Languages

English (native), Chinese, Spanish

INTERNSHIPS

SimpleRelevance Jun 2015 - Aug 2015
Data Science Intern at ML Startup

Slalom Consulting Jan 2015 - Mar 2015
Innovation & Insights Consultant Intern

VOLUNTEER

Literacy Pittsburgh Mar 2019 - Oct 2019
Adult ESL Tutor

Tutoring Chicago Sep 2016 - May 2017
4th Grade Math & English Tutor

EXPERIENCE

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

Wyndham Rewards, Parsippany-Troy Hills, NJ

Oct 2019 - Current | Requirements Gathering, Release Planning, & Testing

- Managed all User Acceptance Testing and QA efforts for web, app, & agent UIs prior to monthly/promotion loyalty platform releases and conducted post-launch review
- Solutioned 3-day turnaround COVID-19 launch of #EverydayHeroes status upgrade for essential workers and extended expiration dates for loyalty status & points
- Prioritized changes & enhancements to loyalty-related systems against Loyalty Tech roadmap to maximize member and franchisee satisfaction
- Developed Android app test plans, test cases, and environmental setup for big App 2.0 launch and created, tracked, and re-tested 55 major & critical bug tickets
- Defined, documented, and communicated business requirements, reporting metrics, and bugs using Confluence and Jira with cross-functional teams

Carnegie Mellon University | *ClassInSight/EduSense Project Manager*

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
- Managed feature scope & project schedule to iterate on results for open source software distribution & publication for engineering team and broader research team
- Designed and led user research sessions to drive instructor dashboard feature development for private university and public K-12 school district deployments
- Wrote 3 IRB research study plans and managed institutional reviews & board inquiries for first of its kind wide scale classroom data collection process
- Led data collection & annotation by human coders to train machine learning system

Global Corporate Leadership E-Learning Design *Capstone Project Leader & Scrum Product Owner*

Carnegie Mellon University, Human-Computer Interaction Institute, Pittsburgh, PA

Jan 2018 - Aug 2018 | Service Design for Corporate Training

- Led 6-student team to redesign global early leadership training program across regions & service lines for leading professional services firm client
- Delivered leadership training web app PoC that adapts to expertise, facilitates peer feedback on case study practice, & integrates into individual daily workflows across learning journey: foundation, elaboration, integration, & mastery
- Consolidated stakeholder needs and contexts from 22 regional leaders and service line leaders to create global requirements of common business and learning needs
- Conducted 15 semi-structured interviews with client's global emerging leaders
- Designed, tested, and iterated on prototypes with 50+ young professionals

Inquidia Consulting (acquired by Hitachi Vantara) *Business Intelligence Consultant & Data Engineer*

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