

Anne Xie

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EXPERIENCE

Phenom People Remote, USA

Senior Product Manager Apr 2022 - Jul 2023

Product Manager Apr 2021 - Apr 2022

- Launched market-leading [workforce intelligence AI product](#) for HR leaders, with career framework, succession planning, and people manager SKUs, resulting in \$10MM revenue from early customers 8 months after 2023 product launch
- Led algorithm improvements for Career Pathing product which recommends personalized 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 end-to-end development & implementation for new DEIB job description assistant and job-specific diversity analytics benchmarking products

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