

# Anne Xie

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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, R, HTML/CSS, JavaScript,  
Bash/Shell

### **Software**

Tableau Desktop Qualified Associate,  
Kibana, Qualtrics, InVision, InDesign

### **Languages**

English (native), Chinese, Spanish

## INTERNSHIPS

**SimpleRelevance** Jun 2015 - Aug 2015  
Data Science Intern

**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

- Prioritized changes & enhancements to loyalty-related systems against Loyalty Tech roadmap to maximize member and franchisee satisfaction
- Managed all User Acceptance Testing and QA efforts prior to monthly and ad hoc loyalty platform & promotion releases and performed post-deployment review
- Defined, documented, and communicated business requirements and reporting metrics with cross-functional teams of designers, engineers, producers, marketers, analysts, partner companies, and senior leadership
- Developed loyalty and user-focused test plans, test cases, and environmental setup for big App 2.0 launch and conducted testing with Digital & App teams
- Initiated usability testing plan for loyalty platform with Market Research team

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

Human-Computer Interaction Institute, Pittsburgh, PA

Oct 2018 - Oct 2019 | Tools for Educators: Professional Development

- 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
- Co-designed and led IRB-reviewed user research sessions to drive feature development for private university and public K-12 school district deployments
- Managed feature scope & project schedule to iterate on results for open source software distribution & publication for engineering team and broader research team
- 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 Data Integration, Java, MongoDB, and Melissa Data's MatchUp
- Migrated multiregional enterprise client data warehouses from Oracle to Snowflake for global food safety services provider