

# Anne Xie

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## EDUCATION

**Carnegie Mellon University,**  
**School of Computer Science**  
**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

## 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,  
InVision, InDesign, Qualtrics

**Languages**  
English (native), Chinese (fluent),  
Spanish (advanced)

## 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 - Present | Requirements Gathering & Release Planning

- Manage software product releases from 3rd party vendors supporting Wyndham's Hotel Group's Loyalty Program
- Understand and communicate all business requirements of changes/enhancements included in scope to all members of the Wyndham international team
- Coordinate and manage all User Acceptance Testing and QA efforts prior to monthly releases & promotion launches. Conduct and manage regression testing & end-to-end testing as necessary and post-deployment review and testing
- Develop loyalty- and user-focused test plans, test cases, and environmental setup for App 2.0 launch. Conduct and manage testing with Digital & App teams

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