Anne Xie

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EXPERIENCE

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

Wyndham Rewards, Parsippany, NJ
Oct 2019 - Jun 2020 | Requirements Gathering, Release Planning, & Testing

- Managed all UAT efforts for web, mobile, & customer support apps prior to monthly/promotion loyalty platform releases and conducted post-launch reviews
- 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
- Developed & tested mobile app test plans, test cases, and environmental setup
- Initiated usability testing plan for loyalty platform with Market Research team
- Solutioned 3-day turnaround COVID-19 launch of #EverydayHeroes status upgrade for 30K+ essential workers and extended expiration dates for loyalty status & points

ClassInSight/EduSense Project Manager | *Carnegie Mellon University*

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
- 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

Scrum Product Owner & Capstone Project Leader
Leading Professional Services Firm Client

Carnegie Mellon University, Human-Computer Interaction Institute, Pittsburgh, PA
Jan 2018 - Aug 2018 | Global Corporate Leadership E-Learning Design

- 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

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

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

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
Jun 2016

Founding President of Archery Club

SKILLS

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

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

Software
AWS, InVision, Tableau, Postman, Elasticsearch, Pentaho, Jira, Confluence

Languages
English (native), Chinese, Spanish

INTERNSHIPS

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

Innovation & Insights Intern
Slalom Consulting   Jan 2015 - Mar 2015

PUBLICATION

Ahuja, K., Kim, D., Xhakaj, F., Varga, V., **Xie, A.**, Zhang, S., Townsend, J. E., Harrison, C., Ogan, A., & Agarwal, Y. (2019). EduSense: Practical classroom sensing at scale. *Proc. ACM on Interactive, Mobile, Wearable and Ubiquitous Technol.*, *3*(3), 1-26.

VOLUNTEER

Literacy Pittsburgh Mar 2019 - Oct 2019
Adult ESL Tutor

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