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

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 - Present | Requirements Gathering & Release Planning
- Prioritize changes & enhancements to loyalty-related systems against Loyalty Tech roadmap to maximize member and franchisee satisfaction
- Manage all User Acceptance Testing and QA efforts prior to monthly and ad hoc loyalty platform & promotion releases and perform post-deployment review
- Define, document, and communicate business requirements and reporting metrics with cross-functional teams of designers, engineers, producers, marketers, analysts, partner companies, and senior leadership
- Develop loyalty and user-focused test plans, test cases, and environmental setup for big App 2.0 launch and conduct 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, MongoDB, and Melissa Data's MatchUp
- Migrated multiregional enterprise client data warehouses from Oracle to Snowflake for global food safety services provider