Anne Xie

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EXPERIENCE

Phenom People Pittsburgh, PA (Remote)

Senior Product Manager Apr 2022 - Current

Product Manager Apr 2021 - Apr 2022

- Led development for new Career Pathing & Career Framework products which recommend internal roles and courses to each employee using AI-identified required skills and human-in-the-loop input from both employees & business leaders
- Led development & implementation for new DE&I product which allows customers to recruit more diverse candidates and evaluate applicant diversity against benchmarks
- Identified opportunities to use contextual data embeddings to personalize UX across products and collaborated with individual product teams to build this out

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
- Identified and fixed bugs in the larger, overarching ETL system loading matched student records from multiple data sources to MySQL database using Pentaho DI

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

Programming
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