

Anne Xie

annexie88@gmail.com | 732-429-4505 | [linkedin.com/in/annexie](https://www.linkedin.com/in/annexie)

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, HTML/CSS, JavaScript, Git,
Bash/Shell, API Testing, R

Software

Jira, Confluence, Postman, Sourcetree,
Kibana, InDesign, Tableau Desktop

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, & Testing

- Managed all User Acceptance Testing and QA efforts for web, app, & agent UIs prior to monthly/ad hoc loyalty platform releases and performed post-launch review
- Prioritized changes & enhancements to loyalty-related systems against Loyalty Tech roadmap to maximize member and franchisee satisfaction
- Defined, documented, and communicated business requirements, reporting metrics, and bugs via email, Confluence, and Jira with teams of designers, engineers, producers, analysts, partner companies, and senior leadership
- Developed Android loyalty and user-focused test plans, test cases, and environmental setup for big App 2.0 launch and wrote 55 major-critical bug tickets
- 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-wrote 3 IRB research study plans and managed institutional reviews & board inquiries for first of its kind wide scale classroom data collection process
- 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