Angela Chow is currently a Manager of Health Analytics at Wayfair.com. Her team of analysts and data scientists work on vendor relations to optimize Wayfair’s website offerings. Before that she spent 7 years at Liberty Mutual Insurance working in various analytical roles to improve the customer experience. Specifically she held a leadership role constructing and evaluating the annual $75million customer service budget to improve self-service options. Next she spent time identifying throughout leakage in the multi-billion dollar online quoting process before moving to program management in the claims organization. Angela lives in Boston, spends time as a volunteer Big Sister and has a cat named Mittens.