

ANNIE JIANG

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EDUCATION

YALE SCHOOL OF MANAGEMENT

New Haven, CT
2025

Masters of Business Administration (MBA)

- GRE: 336 (97th percentile), Merit-Based Dean's Scholarship (Half-Tuition), Forte Women's MBA Fellowship
- InSITE Venture Fellow: Business Plan Development for early-stage GreenTech mobility startup
- Activities: Consulting Club, Co-Leader at Internship Fund, Alibaba Global Digital Trade Competition Semi-Finalist

UNIVERSITY OF ILLINOIS AT URBANA-CHAMPAIGN

Champaign, IL
2019

Bachelor of Science (BS), Analytical Chemistry; Minor, Applied Statistics

- Consultant at Design for America, identified long-term digital & non-digital interventions for senior financial fraud
- Chemical researcher with publication on graphene batteries (2018); Psychology researcher with SPSS analysis skills
- Ted & Audry Brown Scholarship on Research Excellence; Yuki Lewellyn Award on Asian American Leadership

PROFESSIONAL EXPERIENCE

CAPITAL ONE FINANCIAL CORPORATION

McLean, VA
2021 - 2023

Senior Product Manager, Collections Offer Center

- Drove 81% in conversion growth for 220K monthly users by redesigning the customer funnel and implementing the zero-to-one launch of the program's first experience-centric multi-product payments platform
- Reduced 5x in time-to-market and scale-up processes by establishing the program's first modular A/B testing infrastructure and in-market data feedback, leveraging product fit research across tech integrations
- Increased 15% in product development efficiency by steering a new process across 8 global cross-functional teams

Senior Product Manager, Customer Insights AI Strategy

Summer 2021

- Identified \$200M in enterprise-wide digital expansion opportunities by performing competitive analysis, internal customer research, and patent formulation for an industry-specific machine learning classification
- Eliminated 45% in manual escalation processes and enabled real-time detection of high-severity complaints by delivering a model-driven cross-channel feedback classification interface

Senior Software Engineer, Android and iOS

2020 - 2021

- Achieved 23% increase in successful product onboarding by designing an industry-unique mobile interaction strategy via opportunity identification, user adoption evaluation, risk analysis, and rapid prototyping
- Decreased 30% in time-to-market for a mission critical identity service team by launching a cloud-based code simulation platform to enable real-time sign-off for non-technical stakeholders
- Improved developer retention by initiating leadership buy-in conversations for associate investment and coordinating implementation as the lead representative in a 60-member Technology Development Program

COMPASS CONSULTING

Washington, D.C.
2021 - 2023

Technology & Marketing Consultant (*Part-time*)

- Captured 15% in market gaps (projected) for an early-stage theater by developing a post-pandemic market re-entry roadmap with value-driven branding, pricing strategy, and market segmentation analysis
- Remediated core data security vulnerabilities and improved case management efficiency for 300+ non-profit volunteers by devising the digital authentication restructuring plan and change management process

FLEXTERRA CORPORATION

Skokie, IL
2019 - 2020

Research and Development Engineer (*Material Sciences Startup for Flexible Displays*)

- Accelerated a key Asian-European sales deal and generated \$40K per successful formulation by diagnosing an international shipment failure for organic electronic circuits and optimizing a 20-step manufacturing operation

ADDITIONAL INFORMATION

- **Technical skills:** Machine Learning (Natural Language Processing), Human Centered Design, Mobile and Web Development, Cloud Services, SQL, R, Python, Tableau
- **Certificates:** Amazon Web Services Certified Solutions Architect; UC Berkeley Machine Learning Certificate
- **Community:** Treasurer & Philanthropy Director at Asian American Association; Winner & Most Patentable Award at Capital One Innovation Day; Speaker at Capital One ProductCon; Innovation Spotlight Awards Initiator
- **Interests:** Collecting global paper currency (missing Antarctica); Circularity & Thrifting; City-building simulations