







Department of Statistics

## Marketing statistics

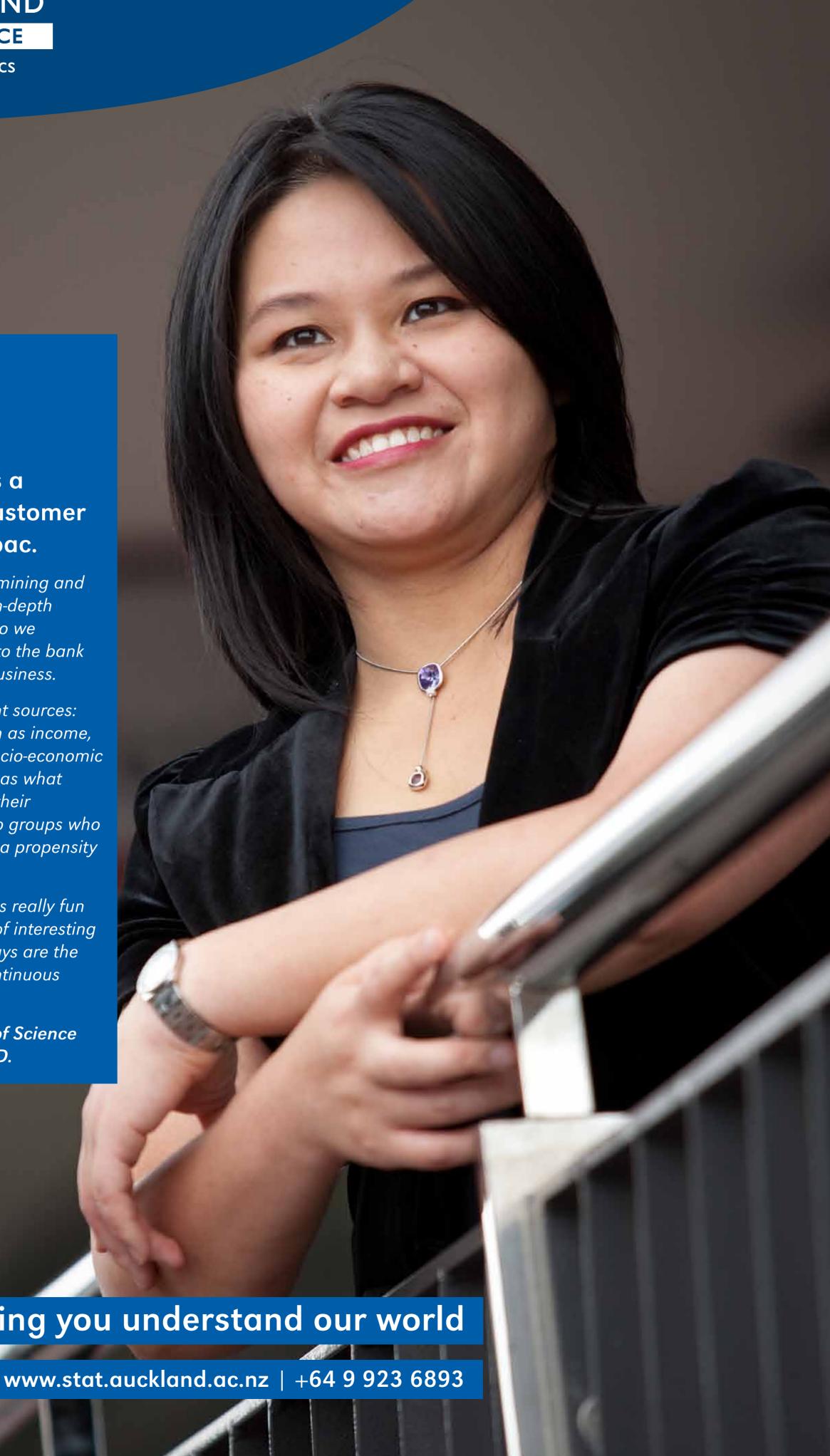
Bonnie Law works as a senior manager in customer intelligence at Westpac.

"I lead a team that uses data mining and analysis to gain insights and in-depth knowledge of our customers, so we understand what drives them to the bank and how we can retain their business.

"I use data from many different sources: demographic information such as income, household composition and socio-economic status, and internal data such as what products customers hold and their balances to segment them into groups who may have different needs and a propensity to purchase certain products.

"Statistical work in marketing is really fun because I get to discover lots of interesting trends and insights. No two days are the same, and it's a journey of continuous discovery."

Bonnie Law has a Bachelor of Science (Hons) in Statistics and a PhD.



Statistics: Helping you understand our world



