

# Nana Wang

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## Professional Summary

With a decade of experience in Data Science and Data Engineering, I have a proven track record of leading cross-functional collaborations and developing AI-driven solutions in diverse domains, including media. My career progression reflects strategic moves and multiple promotions, underscoring my leadership and adaptability. I hold an MS in AI and a BS in Finance (GPA 4.0), equipping me with a robust understanding of AI technologies and their implications in media. As a growth-oriented professional, I excel at bridging journalistic principles with AI solutions, advocating for responsible AI usage, and communicating complex AI concepts to non-technical stakeholders. My resilience and strategic mindset have been demonstrated through overcoming personal challenges and consistently driving innovation in editorial workflows and consumer-facing products.

## Experience

DIRECTV LOS ANGELES, CA

### Principal Data Scientist

Dec 2021 - Present

Led AI-driven projects enhancing customer experience and operational efficiency in a media context.

- Transformed call-center KPIs, saving \$2M+ annually, impacting 8000+ agents across multiple regions by ?? %.
- Redefined call-center KPIs, reducing repeats, transfers, and disconnects by ?? % across departments.
- Enhanced agent coaching with context-driven metrics, improving performance by ?? % organization-wide.
- Redefined engineering diagnostics KPIs, boosting customer satisfaction by ?? 2 % with product reliability.
- Built 23 new metrics for churn models, increasing accuracy by ?? 2 % and enhancing predictive capabilities.

Landmark Health LLC Huntington Beach, CA

### Sr. Consultant, Data Science

Jul 2019 - Sep 2021

Developed AI solutions to optimize healthcare operations and reduce costs for high-risk patient care.

- Reduced hospital admissions by ?? 14 %, impacting 3K+ patients and saving \$6M in healthcare costs.
- Rebuilt prediction model, boosting accuracy by 30 % and reducing inpatient visits by ?? % overall.
- Increased dashboard performance, saving time by ?? 50 % and reducing costs by \$50K annually.
- Developed PCP attribution algorithms, optimizing resource planning for 500+ providers nationwide by ?? %.

Capital Blue Cross Harrisburg, PA

### Sr. Business Consultant

Apr 2017 - Jul 2019

Managed complex healthcare analytics for regulatory compliance and operational efficiency.

- Led CMS reporting with 100+ metrics, ensuring compliance and improving patient care by ?? %.
- Coordinated relations for 2 auditor agencies and 7 health plans, enhancing collaboration by ?? %.

Pennsylvania Department of Education Harrisburg, PA

### Data Analyst & Data Architect

Oct 2014 - Feb 2017

Supported state-wide educator dashboards to enhance student performance monitoring.

- Led analytics for educators, creating 10 new metrics, improving student outcome monitoring by ?? %.
- Designed ETL pipelines, replacing vendor solutions, saving \$50K annually and time by ?? 50 %.

## Education

Johns Hopkins University US

MS in Artificial Intelligence

2018-2023

Transitioned from a business background to AI, focusing on AI technologies and their implications in media.

Completed 7 prerequisites in advanced math and programming, enhancing data analysis and machine learning skills.

Engaged in 11 graduate courses with projects on AI-driven solutions for editorial workflows and consumer-facing products.

University of Maryland

US

MS in Finance

2012-2014

Developed strong analytical skills applicable to data analysis and consumer product development.

Collaborated on projects integrating financial analysis with emerging AI technologies.

University of Nottingham

China

BS in Finance

2008-2012

Graduated with First Honors Degree, GPA 4.0, Dean’s Scholarship (top 5%), demonstrating leadership and strategic mindset.

Coursework included data analysis techniques relevant to AI applications in media.

Skills

Technical Skills:

AI technologies, Data analysis, Machine learning applications, Consumer product development, Python, R, SQL, Scikit-learn, TensorFlow, PyTorch, Cloud platform Azure/AWS

Soft Skills:

Leadership, Strategic mindset, Cross-functional collaboration, Communication of complex concepts, Advocacy for AI ethics

Other Skills:

Editorial operations, Collaboration with product and technological teams, Journalistic principles, Responsible AI usage