PROFESSIONAL SUMMARY

Current Resume Section: summary

Data Science leader with 9+ years of experience driving technical innovation and scaling analytics platforms.

Proven track record of leading cross-functional teams. Built and mentored teams of 10+ data scientists, achieving $6M+ annual impact through ML innovations

Securing executive buy-in for transformative AI/ML initiatives in streaming media and healthcare.

Drove analytics projects, cutting rebuffering by 25% for over 2M users via innovative KPI strategies.

Championed 80% AI adoption at DIRECTV, earning C-level support across 3 vendor lines, boosting efficiency.

WORK EXPERIENCE

Experience

Principal Data Scientist Dec 2021 - Present

DIRECTV LOS ANGELES, CA

Top quartile PayTV video distribution platform, Customer Experience & Research Department (CX &R)

Project: Generative AI-Powered Generative Resolution Model June 2024 - Present

- Spearheaded AI model reducing callback rate by 20%, impacting over 8,000 agents effectively.
- Secured executive support for north-star metric, transforming call center KPIs substantially.

Project: Consumer-Centric Engineering KBIs January 2022 - December 2022

- Achieved 25% reduction in rebuffering time within 3 months, enhancing user experience.
- Reduced app crashes by 40% on key platforms, boosting stability for 3M+ DIRECTV users.
- Led cross-functional team improving streaming quality KPIs for 2M+ users efficiently.

Project: Transformed call-center KPIs, saving annual $2M+, impacting 8000+ agents

- Redefined KPIs, reducing repeat calls, transfers, and disconnects, driving operational efficiency.
- Enhanced agent coaching using actionable metrics, improving overall call resolution quality.

Project: Built 23 new metrics for marketing-owned churn models, increased accuracy by an absolute 2%

- Spearheaded metric development, increasing churn prediction accuracy by 2% swiftly.
- Raised CX&R department impact through improved churn prediction model efficiency.

Sr. Consultant, Data Science Jul 2019 - Sep 2021

Landmark Health LLC Huntington Beach, CA

Part of United Health Group, nation-wide in-home care for high-risk patients, Analytics Department Promotion: Sr. Analyst to Sr. Consultant (Apr 2020 – Jul 2021)

Team Leads and Management

- Led ML team reducing ER visits by 15% for 500K+ patients with predictive models.
- Mentored 5 data scientists, boosting model accuracy by 30% and team efficiency by 20%.

Project: Reduced unnecessary hospital admission by 14%, impacting 3K+ patients, resulting $6M savings

- Rebuilt prediction model, enhancing accuracy by 30%, reducing unnecessary admissions by 14%.
- Defined risk drivers, reducing inpatient visits by 14% and ER visits by 20% effectively.

Sr. Business Consultant Apr 2017 - Jul 2019

Capital Blue Cross Harrisburg, PA

Subsidiary of BCBSA, central-Pennsylvania healthcare insurance company, Analytics Department

Promotion: Business Consultant II to Sr. Business Consultant (Sep 2018 – Sep 2019)

- Built ETL pipeline, processing 10TB+ data monthly with 99.9% uptime, enhancing reliability.
- Led team managing 100+ metrics with 100% compliance, ensuring consistent performance.
- Streamlined audit processes by 50% with advanced automated validation framework effectively.

Project: Enterprise Regulatory Reporting Framework March 2016 - December 2017

- Implemented data validation, reducing manual review time by 60%, boosting efficiency.
- Established reporting standards, collaborating with 5+ teams, improving accuracy by 30%.

Data Analyst & Data Architect Oct 2014 - Feb 2017

Pennsylvania Department of Education Harrisburg, PA

State government for education, state-wide educator dashboard support team within IT department

Project : Platform Migration October 2014 - June 2015

- Architected migration to in-house platform, processing 1M+ student records with high efficiency.
- Developed real-time dashboards for 500+ schools, achieving 99.9% uptime and valuable insights.
- Optimized system performance, reducing latency by 60% and saving $400K annually.
- Led testing framework automation, boosting efficiency by 30% with 98% test coverage.

EDUCATION

Current Resume Section: education

MS in Artificial Intelligence, Johns Hopkins University, US 2018-2023

- Completed 18 AI/ML courses while working full-time, enhancing time management skills

MS in Finance, University of Maryland, US 2012-2014

BS in Finance, University of Nottingham, China 2008-2012

- Achieved First Honors with GPA 4.0, earning Dean's Scholarship as top 5% student

SKILLS

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# Current Resume Section: skills
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Python, R, SQL, Git; Machine Learning, Artificial Intelligence; Tableau, Power BI

Scikit-learn, TensorFlow, PyTorch; NLP, A/B testing, multivariate tests, experiment design

ETL, Data Engineering, Cloud platform Azure/AWS, Databricks, Snowflake

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