**Nana Wang**

999-999-9999 • xxxx@gmail.com

**PROFESSIONAL SUMMARY**

With a decade of experience in Data Science and Data Engineering, I have a proven track record of collaborating directly with product and technological teams to develop AI-driven solutions in diverse domains, including media, healthcare, and education. My career progression reflects strategic moves and multiple promotions, highlighting my leadership in cross-department collaborations. I hold an MS in AI and a dual degree in Finance (GPA 4.0), showcasing my growth-oriented mindset. My expertise in AI technologies and data analysis is complemented by my ability to communicate complex concepts to non-technical stakeholders, advocating for responsible AI usage. I am committed to enhancing editorial workflows and consumer-facing products through innovative AI applications.

**EXPERIENCE**

**DIRECTV** LOS ANGELES, CA

|  |
| --- |
| **Principal Data Scientist** *Dec 2021 - Present* |

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

* Transformed call-center KPIs, saving $2M+ annually, impacting 8000+ agents across multiple regions by ?? %.
* Redefined call-center KPIs, reducing repeat calls and disconnects by ?? %, enhancing customer service.
* Enhanced agent coaching with context-driven metrics, improving performance by ?? % across teams.
* Redefined Engineering diagnostics KPIs, boosting customer satisfaction by ?? 2% with reliable products.
* Built 23 new metrics for churn models, increasing prediction accuracy by ?? 2% in marketing strategies.

**Landmark Health LLC** Huntington Beach, CA

|  |
| --- |
| **Sr. Consultant, Data Science** *Jul 2019 - Sep 2021* |

Developed AI solutions to optimize healthcare operations and reduce costs in a high-risk patient setting.

* Reduced hospital admissions by ?? 14%, saving $6M and impacting 3K+ patients with predictive models.
* Rebuilt re-admission prediction model, boosting accuracy by ?? 30% and reducing ER visits by 20%.
* Increased dashboard performance, saving 50% time and $50K in costs by ?? transitioning to in-house.
* Developed PCP attribution algorithms, optimizing resource planning for 500+ healthcare providers by ?? %.

**Capital Blue Cross** Harrisburg, PA

|  |
| --- |
| **Sr. Business Consultant** *Apr 2017 - Jul 2019* |

Managed healthcare analytics for regulatory compliance, enhancing reporting accuracy and efficiency.

• Managed complex health analytics for regulatory compliance, impacting ?? patient care metrics.

* Led CMS regulatory reporting deliveries, coordinating 2 auditor agencies and 7 health plans by ?? %.

**Pennsylvania Department of Education** Harrisburg, PA

|  |
| --- |
| **Data Analyst & Data Architect** *Oct 2014 - Feb 2017* |

Developed data solutions to enhance educational outcomes and streamline operational processes.

* Led analytics for educators, creating 10 new metrics, improving student monitoring capabilities by ?? %.

• Designed ETL pipelines, replacing vendor solutions, saving $50K annually and 50% in processing time by ?? %.

**EDUCATION**

**Johns Hopkins University** US

|  |
| --- |
| **MS in Artificial Intelligence** *2018-2023* |

* Transitioned from a business background to AI, enhancing cross-functional collaboration skills
* Completed 7 prerequisites in advanced math and programming, vital for data analysis and machine learning applications

• Engaged in 11 graduate courses focusing on AI technologies and their implications in media

• Developed AI-driven projects that align with editorial workflows and consumer product development

**University of Maryland** US

|  |
| --- |
| **MS in Finance** *2012-2014* |

* Acquired strong analytical and decision-making skills applicable to data science and AI

• Built a foundation in financial modeling, enhancing data analysis capabilities

**University of Nottingham** China

|  |
| --- |
| **BS in Finance** *2008-2012* |

* Graduated with First Honors Degree, GPA 4.0, showcasing leadership and strategic mindset
* Received Dean’s Scholarship (top 5%), demonstrating academic excellence and dedication

**SKILLS**

TECHNICAL

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

SOFT

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

OTHER

Editorial operations, Collaboration with product and technological teams, Experience in media and editorial context

**PROJECTS**