**Nana Wang**

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**PROFESSIONAL SUMMARY**

Ten years of comprehensive experience in Data Science and Data Engineering, with a strong focus on AI technologies and their implications in media. Proven track record of collaborating with product and technological teams to develop AI-driven solutions that enhance editorial workflows and consumer-facing products. Successfully transitioned across diverse domains including video, healthcare, and education, demonstrating high adaptability and strategic career progression. Excelled in senior-level roles, leading cross-department collaborations through influence and networking. Holds an MS in AI and a BS in Finance (GPA 4.0), showcasing a growth-oriented mindset. Strong advocate for responsible AI usage, capable of communicating complex AI concepts to non-technical stakeholders. Demonstrated resilience and commitment to personal development, recovering from a significant health challenge through consistent health hygiene.

**EXPERIENCE**

**DIRECTV** LOS ANGELES, CA

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

Led AI-driven initiatives in customer experience, enhancing call-center efficiency and product reliability.

* Transformed call-center KPIs, saving $2M+ annually, impacting 8000+ agents across multiple regions by ?? %.
* Redefined call-center KPIs, reducing repeats and disconnects, enhancing agent coaching with actionable metrics by ?? %.
* Redefined Engineering diagnostics KPIs, boosting customer satisfaction by ?? 2% with improved product reliability.
* Built 23 new metrics for churn models, increasing accuracy by ?? 2%, enhancing CX&R department's strategic impact.

**Landmark Health LLC** Huntington Beach, CA

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

Enhanced healthcare analytics, reducing hospital admissions and improving operational performance.

* Reduced hospital admissions by ?? 14%, impacting 3K+ patients, resulting in $6M savings across healthcare systems.

• Rebuilt Inpatient Re-Admission model, boosting accuracy by ?? 30%, reducing ER visits by 20% for high-risk patients.

• Increased dashboard performance, saving 50% time and $50K, transitioning from vendor to ?? in-house solutions.

* Developed PCP attribution algorithms, optimizing resource planning, impacting 500+ providers in the network by ?? %.

**Capital Blue Cross** Harrisburg, PA

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

Managed complex healthcare analytics for regulatory compliance, coordinating with multiple health plans.

* Managed CMS regulatory reporting with 100+ metrics, ensuring compliance across 7 health plans and 2 auditors by ?? %.

**Pennsylvania Department of Education** Harrisburg, PA

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

Led analytics for educator dashboards, enhancing student performance monitoring across the state.

• Created 10 new metrics, enhancing educators' capabilities for monitoring student outcomes across ?? districts.

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

**EDUCATION**

**Johns Hopkins University** US

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| **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, essential for data analysis and machine learning

• 11 graduate courses focused on AI technologies and their implications in media contexts

**University of Maryland** US

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

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

• Gained experience in strategic decision-making and leadership

**University of Nottingham** China

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

• First Honors Degree, GPA 4.0, Dean’s Scholarship (top 5%)

• Demonstrated excellence in academic performance and leadership potential

**SKILLS**

TECHNICAL

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

SOFT

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

OTHER

Editorial operations, Collaboration with product and technological teams, Experiment design, Data Engineering

**PROJECTS**