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

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
* Built 23 new metrics for churn models, increasing accuracy by ?? 2%, enhancing CX&R department's strategic

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

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* |

University of Nottingham China

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| BS in Finance *2008-2012* |

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

SKILLS

TECHNICAL AI technologies, Data analysis, Machine learning applications, Consumer product development, Python, R, SQL,

SOFT Leadership, Strategic mindset, Cross-functional collaboration, Communication of complex concepts