**Nana Wang**

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**PROFESSIONAL SUMMARY**

With over a decade of experience in Data Science and Data Engineering, I have a proven track record of leading cross-department collaborations and strategic career progression. My expertise spans video, healthcare, and education, showcasing my adaptability and growth-oriented mindset. I hold a dual MS in Finance (GPA 4.0) and AI, equipping me with a strong foundation in AI technologies and their implications in media. As a resilient leader, I excel in communicating complex AI concepts to non-technical stakeholders and advocating for responsible AI usage. My career is marked by successful collaborations with product and technological teams, developing AI-driven solutions that enhance editorial workflows and consumer-facing products.

**EXPERIENCE**

**DIRECTV** LOS ANGELES, CA

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

Led AI-driven initiatives enhancing customer experience and operational efficiency in media technology.

* Transformed call-center KPIs, saving $2M+ annually, impacting 8000+ agents across multiple centers by ?? %.
* Secured buy-ins from senior leaders, fostering collaboration in analytics and IT for KPI redefinition by ?? %.
* Redefined context-driven KPIs, reducing repeats and disconnects for improved call-center efficiency by ?? %.
* Enhanced agent coaching with actionable metrics, boosting performance and customer satisfaction by ?? %.

• Redefined engineering diagnostics KPIs, increasing customer satisfaction by ?? 2% with reliable products.

• Led project execution, aligning senior leaders on customer-centric strategies for better diagnostics by ?? %.

* Built 23 new marketing metrics, increasing churn model accuracy by ?? 2%, enhancing CX&R impact.

**Landmark Health LLC** Huntington Beach, CA

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

Drove data science initiatives to optimize healthcare operations and reduce costs significantly.

* Reduced hospital admissions by ?? 14%, impacting 3K+ patients, saving $6M in healthcare costs.

• Rebuilt prediction model, boosting accuracy by ?? 30%, reducing inpatient visits by 14% effectively.

• Increased dashboard performance, saving 50% time and $50K in operational costs for analytics by ?? %.

• Developed algorithms for PCP attribution, optimizing resources for 500+ healthcare providers by ?? %.

**Capital Blue Cross** Harrisburg, PA

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

Managed complex healthcare analytics and regulatory compliance for enhanced operational efficiency.

* Managed end-to-end healthcare analytics for compliance, improving reporting accuracy by ?? %.
* Led CMS regulatory reporting, coordinating 100+ metrics for 7 health plans and 2 auditor agencies by ?? %.

**Pennsylvania Department of Education** Harrisburg, PA

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

Led analytics and data architecture projects to enhance educational outcomes and efficiency.

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

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

**EDUCATION**

**Johns Hopkins University** US

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

• Completed a comprehensive 6-year transition from a business background to AI while working full-time, demonstrating adaptability and commitment.

* Completed 7 prerequisites in advanced math and programming and 11 graduate courses, focusing on AI technologies, data analysis, and machine learning applications.
* Collaborated on projects involving AI-driven solutions for media and editorial contexts, aligning with the practical applications of AI in media settings.

**University of Maryland** US

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

* Developed strong analytical and quantitative skills, foundational for data analysis and decision-making in AI contexts.

• Engaged in projects that required strategic thinking and cross-functional collaboration, relevant to leadership roles.

**University of Nottingham** China

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

* Graduated with First Honors Degree, GPA 4.0, awarded Dean’s Scholarship (top 5%), showcasing academic excellence and leadership potential.

• Participated in courses emphasizing data analysis and consumer product development, relevant to AI and editorial operations.

**SKILLS**

TECHNICAL

AI technologies, Data analysis, Machine learning applications, Consumer product development, Python, R, SQL, 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, Experiment design, Data Engineering

**PROJECTS**