**Nana Wang**

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**PROFESSIONAL SUMMARY**

With a decade of experience in Data Science and Data Engineering, I have a proven track record of collaborating 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), equipping me with a strong foundation to bridge AI technologies with editorial operations. My resilience and adaptability are demonstrated by overcoming personal challenges and consistently pursuing growth. I am committed to advocating for responsible AI usage and enhancing editorial workflows through innovative AI applications.

**EXPERIENCE**

**DIRECTV** LOS ANGELES, CA

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

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

* Transformed call-center KPIs, saving $2M+ annually, impacting 8000+ agents across multiple regions by ?? %.
* Secured buy-ins from senior leaders, fostering cross-functional collaboration for KPI redefinition by ?? %.
* Redefined call-center KPIs, reducing repeats and disconnects, enhancing agent performance by ?? %.
* Enhanced agent coaching with context-driven metrics, improving service quality significantly by ?? %.

Redefined Engineering diagnostics KPIs, boosting customer satisfaction by ?? 2% with reliable products.

Led project execution, aligning senior leaders with customer-centric strategies for better outcomes by ?? %.

Built 23 new metrics for churn models, increasing prediction accuracy by ?? 2% for marketing teams.

Spearheaded churn model project, improving accuracy by ?? 2%, enhancing CX&R department impact.

**Landmark Health LLC** Huntington Beach, CA

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

Developed data-driven solutions to reduce hospital admissions and optimize healthcare operations.

* Reduced unnecessary hospital admissions by ?? 14%, saving $6M, impacting 3K+ patients nationwide.

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

Defined risk drivers, reducing ER visits by ?? 20%, enhancing patient care and resource allocation.

Increased operational performance, saving 50% time and $50K by ?? transitioning to in-house support.

Developed PCP attribution algorithms, optimizing resource planning for 500+ healthcare providers by ?? %.

Optimized ETL pipelines, saving 50% time, enhancing healthcare economics dashboard efficiency by ?? %.

**Capital Blue Cross** Harrisburg, PA

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

Managed complex healthcare analytics for regulatory compliance and stakeholder coordination.

* Managed healthcare analytics, ensuring compliance with 100+ metrics for regulatory reporting by ?? %.

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

Coordinated relations with auditors and health plans, ensuring seamless regulatory compliance by ?? %.

**Pennsylvania Department of Education** Harrisburg, PA

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

Led analytics initiatives to enhance educator capabilities and student performance monitoring.

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

Transitioned from vendor solutions, saving $50K annually and 50% time with new ETL pipelines by ?? %.

Created metrics to ?? enhance educator capabilities, improving student outcome monitoring significantly.

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

**EDUCATION**

**Johns Hopkins University** US

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

* Transitioned from a business background to AI, integrating skills in data analysis and machine learning applications.

Completed 7 prerequisites in advanced math and programming, enhancing quantitative and analytical skills.

Completed 11 graduate courses focusing on AI technologies, data science, and consumer product development.

Collaborated on projects involving AI-driven solutions for media and editorial contexts.

**University of Maryland** US

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

Developed strong analytical and decision-making skills applicable to AI and data science.

Gained experience in financial modeling and data analysis, relevant to consumer product development.

**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%).

Built a foundation in quantitative analysis and strategic decision-making.

**SKILLS**

TECHNICAL

AI technologies, Machine Learning, Data Analysis, 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, Decision-making, Organization

OTHER

Editorial Operations, Collaboration with Product and Technological Teams, Experiment Design, A/B Testing, Multivariate Tests

**PROJECTS**