**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 leading cross-department collaborations and developing AI-driven solutions. My career has been marked by strategic moves and internal promotions, showcasing my adaptability across video, healthcare, and education domains. I hold an MS in AI and a dual degree in finance (GPA 4.0), underscoring my growth-oriented mindset. My expertise in AI technologies and data analysis aligns with editorial operations, making me adept at bridging journalistic principles with AI solutions. I excel in communicating complex AI concepts to non-technical stakeholders and advocate for responsible AI usage. My leadership skills and strategic mindset are complemented by my resilience and commitment to innovation in media contexts.

**EXPERIENCE**

**DIRECTV** LOS ANGELES, CA

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

Led AI-driven call-center innovations, enhancing customer experience and operational efficiency.

* Transformed call-center KPIs, saving $2M+ annually, impacting 8000+ agents across multiple centers by ?? %.
* Addressed KPI ambiguities, enhancing clarity and effectiveness in call resolution metrics by ?? %.
* Secured buy-in from senior leaders, fostering collaboration in analytics and IT departments by ?? %.
* Redefined context-driven KPIs, reducing call repeats and disconnects by ?? % across centers.
* Enhanced agent coaching with actionable metrics, improving performance by ?? % organization-wide.
* Redefined diagnostics KPIs, boosting customer satisfaction by ?? 2% with improved product reliability.

• Bridged silos in engineering, promoting customer-centric strategies for better diagnostics by ?? %.

* Designed new KPIs, identifying key pain points in video diagnostics for ?? % improvement.
* Fostered collaboration between business and engineering, enhancing diagnostic processes by ?? %.
* Built 23 new metrics for churn models, increasing accuracy by ?? 2% and impacting marketing strategies.
* Developed detractor models, improving churn prediction accuracy by ?? 2% in CX&R department.
* Led project delivery, executing within two months, enhancing department impact significantly by ?? %.

**Landmark Health LLC** Huntington Beach, CA

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

Drove AI solutions in healthcare, reducing hospital admissions and optimizing operational performance.

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

* Rebuilt prediction models, boosting accuracy by ?? 30% and enhancing patient care outcomes.
* Defined risk drivers, reducing inpatient visits by ?? 14% and ER visits by 20% across regions.
* Improved dashboard performance, saving 50% time and $50K in operational costs annually by ?? %.

• Transitioned to ?? in-house solutions, optimizing resource planning for 500+ healthcare providers.

* Optimized ETL pipelines, saving 50% time in healthcare economics metrics dashboarding by ?? %.

**Capital Blue Cross** Harrisburg, PA

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

Managed complex healthcare analytics, ensuring regulatory compliance and effective reporting.

* Led end-to-end management of healthcare analytics for regulatory compliance across ?? regions.
* Delivered CMS regulatory reporting (HEDIS) with 100+ metrics, ensuring compliance annually by ?? %.

• Coordinated relations with 2 auditor agencies and 7 health plans, enhancing collaboration by ?? %.

**Pennsylvania Department of Education** Harrisburg, PA

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

Enhanced educator capabilities through analytics, improving statewide student performance monitoring.

* Led analytics for state-wide educators, improving student performance monitoring by ?? %.
* Transitioned to ?? in-house support, enhancing end-to-end analytics capabilities for educators.

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

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

**EDUCATION**

**Johns Hopkins University** US

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

* Transitioned from a business background to AI, emphasizing cross-functional collaboration and strategic decision-making.

• Completed 7 prerequisites in advanced math and programming, essential for data analysis and machine learning applications.

• Completed 11 graduate courses focused on AI technologies and their implications in media, including projects on AI-driven editorial solutions.

**University of Maryland** US

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

• Developed strong analytical and organizational skills, foundational for data science and 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%), demonstrating leadership and academic excellence.

**SKILLS**

TECHNICAL

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

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**