**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-functional collaborations and developing AI-driven solutions in diverse domains, including media. My career progression reflects strategic moves and multiple promotions, underscoring my leadership and adaptability. I hold an MS in AI and a BS in Finance (GPA 4.0), equipping me with a robust understanding of AI technologies and their implications in media. As a growth-oriented professional, I excel at bridging journalistic principles with AI solutions, advocating for responsible AI usage, and communicating complex AI concepts to non-technical stakeholders. My resilience and strategic mindset have been demonstrated through overcoming personal challenges and consistently driving innovation in editorial workflows and consumer-facing products.

**EXPERIENCE**

**DIRECTV** LOS ANGELES, CA

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

Led AI-driven projects enhancing customer experience and operational efficiency in a media context.

* Transformed call-center KPIs, saving $2M+ annually, impacting 8000+ agents across multiple regions by ?? %.
* Redefined call-center KPIs, reducing repeats, transfers, and disconnects by ?? % across departments.
* Enhanced agent coaching with context-driven metrics, improving performance by ?? % organization-wide.
* Redefined engineering diagnostics KPIs, boosting customer satisfaction by ?? 2 % with product reliability.

Built 23 new metrics for churn models, increasing accuracy by ?? 2 % and enhancing predictive capabilities.

**Landmark Health LLC** Huntington Beach, CA

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

Developed AI solutions to optimize healthcare operations and reduce costs for high-risk patient care.

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

Rebuilt prediction model, boosting accuracy by 30 % and reducing inpatient visits by ?? % overall.

Increased dashboard performance, saving time by ?? 50 % and reducing costs by $50K annually.

Developed PCP attribution algorithms, optimizing resource planning for 500+ providers nationwide 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 operational efficiency.

* Led CMS reporting with 100+ metrics, ensuring compliance and improving patient care by ?? %.

Coordinated relations for 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* |

Supported state-wide educator dashboards to enhance student performance monitoring.

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

Designed ETL pipelines, replacing vendor solutions, saving $50K annually and 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, focusing on AI technologies and their implications in media.

Completed 7 prerequisites in advanced math and programming, enhancing data analysis and machine learning skills.

Engaged in 11 graduate courses with projects on AI-driven solutions for editorial workflows and consumer-facing products.

**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.

Collaborated on projects integrating financial analysis with emerging AI technologies.

**University of Nottingham** China

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

Graduated with First Honors Degree, GPA 4.0, Dean’s Scholarship (top 5%), demonstrating leadership and strategic mindset.

Coursework included data analysis techniques relevant to AI applications in media.

**SKILLS**

TECHNICAL

AI technologies, Data analysis, Machine learning applications, Consumer product development, Python, R, SQL, Scikit-learn, TensorFlow, PyTorch, 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, Journalistic principles, Responsible AI usage

**PROJECTS**