**Nana Wang**

999-999-9999 • xxxx@gmail.com

**PROFESSIONAL SUMMARY**

Ten years of expertise in Data Science and Data Engineering, with a strong focus on AI technologies and their implications in media. Proven adaptability, having successfully transitioned across video, healthcare, and education domains, now poised to leverage these skills in a media context. Demonstrated career progression through strategic moves and multiple promotions, showcasing leadership and a strategic mindset. Excelled at leading cross-functional collaborations, directly engaging with product and technological teams to develop AI-driven solutions. Holds an MS&BS in finance (GPA 4.0) and an MS in AI, underscoring a commitment to growth and innovation. Strong resilience and dedication, evidenced by overcoming personal challenges through consistent health practices. Ready to bridge journalistic principles with AI solutions, advocating for responsible AI usage and enhancing 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 centers by ?? %.
* Secured buy-ins from senior leaders, fostering collaboration across call centers, analytics, and IT by ?? %.
* Redefined KPIs, reducing repeats and disconnects, enhancing agent coaching with actionable metrics by ?? %.

• Redefined Engineering diagnostics KPIs, boosting customer satisfaction by ?? 2% with product reliability.

• Built 23 new metrics for churn models, increasing accuracy by ?? 2%, enhancing marketing strategies.

**Landmark Health LLC** Huntington Beach, CA

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

Enhanced predictive models and operational efficiency in healthcare analytics.

• Reduced hospital admissions by ?? 14%, impacting 3000+ patients, saving $6M in healthcare costs.

* Rebuilt prediction model, boosting accuracy by ?? 30%, defining actionable risk drivers for admissions.
* Increased operational performance, saving 50% time and $50K by ?? transitioning to in-house support.

• Developed algorithms for PCPs attribution, optimizing resource planning for 500+ providers 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 CMS regulatory reporting, delivering 100+ patient care metrics for compliance annually by ?? %.
* Coordinated relations with 2 auditor agencies and 7 health plans, ensuring seamless operations by ?? %.

**Pennsylvania Department of Education** Harrisburg, PA

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

Led analytics and ETL development for state-wide educator performance monitoring.

* Created 10 new metrics, enhancing educators' capabilities to ?? monitor student outcomes effectively.
* 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* |

* Transitioned from a business background to AI, focusing on AI technologies and their implications in media.

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

• Undertook 11 graduate courses, including projects on AI-driven solutions for editorial workflows.

**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.
* Engaged in cross-functional projects, enhancing collaboration skills with technological teams.

**University of Nottingham** China

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

* Graduated with First Honors Degree, GPA 4.0, demonstrating strong academic performance and strategic mindset.

• Received Dean’s Scholarship (top 5%), showcasing leadership and advocacy for excellence.

**SKILLS**

TECHNICAL

AI technologies, Machine learning applications, Data analysis, Consumer product development, Python, R, SQL, Scikit-learn, TensorFlow, PyTorch, NLP, 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

**PROJECTS**