Nana Wang

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**Summary**

* Five years in-depth in Data Science, additional five years expertise in ETL and Data Engineering
* High adaptabilities, transitioned across diverse domains: video, healthcare, and education
* Deliberate career progression, multiple internal promotions, strategic moves across companies
* Exceled at leading cross-department collaborations through influence and networking
* Growth-oriented, holds an MS&BS in finance (GPA 4.0), earned another MS in AI while working
* Strong resilience, recovered from disc budging in two-year period via consistent health hygiene

**Experience**

**Principal Data Scientist Dec 2021 - Present**

DIRECTV LOS ANGELES, CA

Top quartile PayTV video distribution platform, Customer Experience & Research Department (CX &R)

**Project**: transformed call-center KPIs, saving annual $2M+, impacting 8000+ agents

* Lacking standard and clearly defined resolution of a call, ambiguities in existing KPIs
* Initiated and secured buy-ins from various senior leaders in call centers, analytics, and IT
* Redefined a suite of context-driven call-center KPIs, reduced repeats, transfers and disconnects
* Enhanced agent coaching through context-driven, actionable metrics

**Project**: redefined Engineering diagnostics KPIs, +2% customer satisfaction with product reliability

* Lacking customer-centric diagnostic KPIs, with Eng. Department operating in silos
* Led project execution and delivery, shifting senior leaders focus to customer-centric strategies
* Designed new KPIs and defined key pain points in video diagnostics
* Fostered collaboration between business and engineering organizations

**Project**: built 23 new metrics for marketing-owned churn models, increased accuracy by an absolute 2%

* Urgently required the development of new detractor models for churn prediction
* Spearheaded the project delivery and execution in two months, right after joining from healthcare
* Raising churn prediction accuracy by an absolute 2%, increased CX&R department impact

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

Landmark Health LLC Huntington Beach, CA

Part of United Health Group, nation-wide in-home care for high-risk patients, Analytics Department **Promotion**: Sr. Analyst to Sr. Consultant (Apr 2020 – Jul 2021)

Project: reduced unnecessary hospital admission by 14%, impacting 3K+ patients, resulting $6M savings

* Existing predictive models’ performance hindered by outdated methodologies and skills
* Rebuilt Inpatient Re-Admission Prediction model, boosting accuracy by 30%
* Defined actionable Inpatient Admission risk drivers, reducing IP visits by 14%, ER visits by 20%

Project: increased operational performance for dashboarding, saving time by 50%, saving cost by $50K

* Immediate need to transition from vendor solutions to in-house support
* Developed algorithms for PCPs attribution, optimized resource planning, impacting +500 providers
* Optimized the ETL pipelines for healthcare economics metrics dashboards, saving time by 50%

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

Capital Blue Cross Harrisburg, PA

Subsidiary of BCBSA, central-Pennsylvania healthcare insurance company, Analytics Department

**Promotion**: Business Consultant II to Sr. Business Consultant (Sep 2018 – Sep 2019)

Project: end-to-end management of complex health care analytics and reporting for regulatory compliance

* Led two annual deliveries of CMS regulatory reporting (HEDIS) with 100+ patient care metrics
* Managed and coordinated relations for 2 auditor agencies and 7 health plans

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

Pennsylvania Department of Education Harrisburg, PA

State government for education, state-wide educator dashboard support team within IT department

Project: lead the analytics and onboarding for state-wide educators to monitor students’ performance

* Urgent transition needed from vendor solutions to in-house support for end-to-end
* Created 10 new metrics, enhanced educators’ capabilities for monitoring student outcomes
* Designed new ETL pipelines, replaced vendor solutions, saving annual $50k, saving time by 50%

**Education**

MS in Artificial Intelligence, Johns Hopkins University, US 2018-2023

* Completed a 6-year transition from a business background to AI while working full-time
* Completed 7 prerequisites in advanced math and programming and 11 graduate courses

MS in Finance, University of Maryland, US 2012-2014

BS in Finance, University of Nottingham, China 2008-2012

* First Honors Degree, GPA 4.0, Dean’s Scholarship (top 5%)

**Technical Skills**

Python, R, SQL, Git; Machine Learning, Artificial Intelligence; Tableau, Power BI

Scikit-learn, TensorFlow, PyTorch; NLP, A/B testing, multivariate tests, experiment design

ETL, Data Engineering, Cloud platform Azure/AWS, Databricks, Snowflake