**Nana Wang**

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**SUMMARY**

Strategic AI leader with 8+ years of experience in \*\*AI-driven contact center solutions and Generative AI\*\*. Delivered high-impact innovations in \*\*Contact Center AI\*\*, enhancing customer engagement through \*\*speech synthesis technologies\*\* and \*\*speech engineering\*\*. Proven leadership in aligning technology strategies with business objectives, fostering collaboration between \*\*Business and IT teams\*\* for complex problem-solving.  
  
- Spearheaded initiatives in \*\*Generative AI-driven intent recognition and dialog generation\*\*, achieving next-gen content understanding and boosting system efficiency by 40%.  
- Architected and scaled AI platforms with \*\*cloud-native technologies\*\*, ensuring 99.9% uptime and seamless operations for millions of users.  
- Led a multidisciplinary team of 15+ engineers and data scientists, driving strategic AI roadmaps aligned with business growth, securing $2.5M in funding.  
- Expert in \*\*DevOps, Microservices, and CCAS\*\* frameworks, enhancing operational agility and innovation.  
- \*\*Visionary thinker and technology leader\*\*, adept at presenting and delivering AI strategies to stakeholders, \*\*committed to continuous learning and excellence\*\* in hybrid environments.

**EXPERIENCE**

\*\*DIRECTV\*\* LOS ANGELES, CA

\*\*Principal Data Scientist & Technical Lead, AI and Video Analytics\*\* Dec 2021 - Present

• Spearheaded the strategic vision for AI-driven video intelligence on a streaming platform serving over 3M subscribers, implementing \*\*Contact Center AI and Generative AI\*\* to enhance user engagement by 36%.

• Developed and integrated a speech synthesis and semantic analysis system\*\* to personalize content recommendations, leveraging behavior patterns to drive viewer interaction.

• Innovated a computer vision auto-tagging system, reducing manual effort by 85% and improving content discovery by 40%.

• Designed video quality assessment models that reduced streaming issues by 40%, improving retention rates on underperforming devices.

• Established cross-functional partnerships (Product, UX, Content) to develop a next-gen video roadmap, securing $2.5M in funding for further AI advancements.

• Landmark Health LLC\*\* Huntington Beach, CA

• Senior Data Scientist, Machine Learning and Speech Engineering\*\* Jul 2019 - Dec 2021

• Led a team of 5 data scientists in developing \*\*Generative AI solutions\*\* for predictive analytics and computer vision across healthcare platforms, advancing AI-driven intent recognition and dialog generation.

• Built a scalable video AI framework that decreased assessment times by 40% and improved diagnostic accuracy by 25%.

• Implemented a real-time video processing pipeline for patient monitoring, resulting in a 30% reduction in adverse events through early alerts.

• Pioneered MLOps practices that reduced model deployment times by 60% and enhanced distributed monitoring.

• Mentored junior data scientists, creating structured learning paths that improved project delivery by 30%.

• Capital Blue Cross\*\* Harrisburg, PA

• Senior Business Consultant, AI and Data Science\*\* Apr 2017 - Jul 2019

• Led enterprise data initiatives, developing \*\*AI-driven ML models\*\* for healthcare decision support in an executive advisory capacity.

• Deployed video analytics in telehealth that increased provider efficiency by 25%, utilizing automated note-taking and interaction analysis.

• Engineered an ML pipeline for member engagement, increasing digital platform adoption by 35% through personalized communications.

• Co-founded a Data Science Center of Excellence with executive leadership, establishing governance frameworks and AI standards across the enterprise.

**EDUCATION**

- \*\*MS in Artificial Intelligence\*\* - Johns Hopkins University (2018-2023)

- Specialization in \*\*Generative AI\*\* and \*\*Speech Synthesis Technologies\*\*

• Conducted research in \*\*video understanding\*\* while working full-time, focusing on \*\*AI-driven solutions\*\* and \*\*speech engineering\*\* applications

• MS in Finance - University of Maryland (2012-2014)

• BS in Finance - University of Nottingham, China Campus (2008-2012)

• GPA 4.0/4.0, First Class Honours

• Additional Certifications:\*\*

• Google Cloud Contact Center AI Solution Architect Certification\*\* (2023)

• DevOps and Microservices Specialization\*\* through Coursera (2022)

**SKILLS**

• Contact Center AI\*\*: Expertise in developing and managing AI-driven contact center solutions, including \*\*CCAS\*\* and \*\*IVR\*\* systems.

• Generative AI & Agentic AI\*\*: Proficient in implementing \*\*Generative AI\*\* for intent recognition and dialog generation to enhance customer interactions.

• Speech Technologies\*\*: Experience with \*\*speech synthesis technologies\*\* and \*\*speech engineering\*\* for advanced voice solutions.

• Cloud-Native & Microservices\*\*: Skilled in leveraging \*\*cloud-native technologies\*\* and designing \*\*microservices\*\* architectures for scalable deployments.

• DevOps & Agile\*\*: Strong background in \*\*DevOps practices\*\* and \*\*Agile methodologies\*\* to streamline development and operational processes.

• Technology Leadership\*\*: Proven track record in \*\*technology leadership\*\*, including leading a Center of Excellence and aligning tech strategies with business goals.

• Platforms & Tools: Proficient with \*\*Google CCAI\*\*, \*\*OpenAI\*\*, \*\*AWS\*\*, \*\*Azure\*\*, \*\*Kubernetes\*\*, \*\*SQL\*\*, and \*\*Python\*\* for robust solution development.

• Stakeholder Management\*\*: Effective in partnering with Business and IT teams to drive alignment and delivery of complex projects.

• Visionary Thinking & Strategic Planning\*\*: Known for \*\*visionary thinking\*\* in driving innovation and strategic planning within the contact center domain.