**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 collaborating with product and technological teams to develop AI-driven solutions in diverse domains, including media and editorial contexts. My career progression includes strategic roles that enhanced my leadership skills and ability to communicate complex AI concepts to non-technical stakeholders. I hold an MS in AI and have excelled in leading cross-department collaborations, advocating for responsible AI usage, and developing solutions that enhance editorial workflows and consumer-facing products. My educational background in finance (GPA 4.0) and AI, combined with my resilience and adaptability, positions me as a strategic AI leader capable of bridging journalistic principles with AI innovations.

**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 and disconnects, enhancing agent coaching 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 CX&R department impact.

**Landmark Health LLC** Huntington Beach, CA

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

Enhanced predictive models and operational performance in healthcare analytics.

* Reduced hospital admissions by ?? 14%, impacting 3K+ patients, resulting in $6M savings annually.
* Rebuilt prediction model, boosting accuracy by ?? 30%, reducing inpatient visits by 14% and ER by 20%.
* Increased dashboard performance, saving 50% time and $50K cost, optimizing resource planning by ?? %.

**Capital Blue Cross** Harrisburg, PA

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

Managed complex healthcare analytics and regulatory compliance reporting.

* Managed CMS regulatory reporting for 100+ metrics, ensuring compliance across 7 health plans by ?? %.
* Coordinated relations with 2 auditor agencies, enhancing compliance and operational efficiency by ?? %.

**Pennsylvania Department of Education** Harrisburg, PA

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

Led analytics and data architecture for state-wide educator performance monitoring.

* Created 10 new metrics, enhancing educators' capabilities for monitoring student outcomes effectively by ?? %.
* Designed ETL pipelines, replacing vendor solutions, saving $50K annually and reducing 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, enhancing cross-functional collaboration skills
* Completed 7 prerequisites in advanced math and programming, essential for data analysis and machine learning
* Completed 11 graduate courses focusing on AI technologies and their implications in media
* Developed AI-driven solutions for editorial workflows as part of a capstone project

**University of Maryland** US

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

* Acquired strong analytical skills relevant to data analysis and consumer product development
* Focused on strategic decision-making and leadership skills applicable to senior-level roles

**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 academic excellence
* Developed foundational skills in data analysis and strategic thinking

**SKILLS**

TECHNICAL

AI technologies, Machine learning applications, Data analysis, Consumer product development, Python, R, SQL, Scikit-learn, TensorFlow, PyTorch, NLP, Cloud platform Azure/AWS, Data Engineering

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**