**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 such as video, healthcare, and education. My career progression reflects strategic moves and internal promotions, showcasing my adaptability and leadership in cross-department collaborations. Holding an MS in AI and a dual degree in finance (GPA 4.0), I bring a strong understanding of AI technologies and their implications in media. I excel in communicating complex AI concepts to non-technical stakeholders and advocate for responsible AI usage. As a growth-oriented leader, I am committed to enhancing editorial workflows and consumer-facing products through innovative AI solutions.

**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 media technology.

* Transformed call-center KPIs, saving $2M+ annually and impacting 8000+ agents across departments by ?? %.
* Redefined call-center KPIs, reducing repeats, transfers, and disconnects by ?? % across call centers.
* 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 CX&R department impact.

**Landmark Health LLC** Huntington Beach, CA

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

Improved healthcare analytics and reduced costs through AI and data science initiatives.

* Reduced unnecessary hospital admissions by ?? 14 %, impacting 3000+ patients and saving $6M annually.

• Rebuilt Inpatient Re-Admission model, boosting prediction accuracy by ?? 30 % across patient cohorts.

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

• Developed PCP attribution algorithms, optimizing resource planning for 500+ healthcare 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 improved patient care metrics.

* Led CMS regulatory reporting with 100+ patient care metrics, ensuring compliance across ?? health plans.

• Coordinated relations for 2 auditor agencies and 7 health plans, streamlining processes by ?? %.

**Pennsylvania Department of Education** Harrisburg, PA

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

Enhanced educational data systems and analytics for improved student performance monitoring.

• Led analytics onboarding for educators, enhancing student performance monitoring by ?? % state-wide.

* Created 10 new metrics, improving educators' capabilities and saving $50K annually in costs by ?? %.
* Designed ETL pipelines, replacing vendor solutions and saving 50 % time in data processing by ?? %.

**EDUCATION**

**Johns Hopkins University** US

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| **MS in Artificial Intelligence** *2018-2023* |

• Transitioned from a business background to AI, integrating editorial context in AI applications

• Completed 7 prerequisites in advanced math and programming, focusing on data analysis and machine learning

• Completed 11 graduate courses with emphasis on AI technologies and their implications in media

**University of Maryland** US

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

* Developed strong analytical and decision-making skills applicable to AI-driven solutions
* Collaborated on projects involving data analysis and consumer product development

**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%)

• Built foundational skills in leadership and strategic mindset relevant to AI innovation

**SKILLS**

TECHNICAL

AI technologies, Machine Learning, Data Analysis, Consumer product development, Python, R, SQL, Scikit-learn, TensorFlow, PyTorch, NLP, Cloud platform Azure/AWS, Databricks, Snowflake

SOFT

Leadership, Strategic mindset, Cross-functional collaboration, Communication of complex concepts, Advocacy for AI ethics, Collaboration, Decision-making, Organization

OTHER

Editorial operations, Experiment design, A/B testing, Multivariate tests, Data Engineering

**PROJECTS**