**Nana Wang**

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**PROFESSIONAL SUMMARY**

With a decade of expertise in Data Science and Data Engineering, I have successfully collaborated with product and technological teams to develop AI-driven solutions in diverse domains, including video, healthcare, and education. My career reflects deliberate progression and strategic moves, underscored by multiple internal promotions. I excel in leading cross-department collaborations, leveraging influence and networking to drive innovation. Holding an MS in AI and a dual degree in finance (GPA 4.0), I am growth-oriented and committed to lifelong learning. My resilience is demonstrated by overcoming personal challenges through consistent health practices. I am passionate about bridging 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 major media platform.

* Transformed call-center KPIs, saving $2M+ annually, impacting 8000+ agents across multiple regions by ?? %.
* Secured buy-ins from senior leaders, fostering collaboration between call centers, analytics, and IT by ?? %.
* Redefined KPIs, reducing repeats and disconnects, enhancing agent coaching with actionable metrics by ?? %.

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

• Led project delivery, shifting focus to ?? customer-centric strategies, fostering business-engineering collaboration.

* 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 healthcare analytics, reducing costs and improving patient outcomes through data-driven strategies.

* Reduced hospital admissions by ?? 14%, impacting 3K+ patients, saving $6M through improved predictive models.

• Rebuilt Inpatient Re-Admission model, boosting accuracy by ?? 30%, reducing IP visits by 14% and ER by 20%.

• Increased dashboarding performance, saving 50% time and $50K by ?? transitioning to in-house solutions.

• Developed algorithms for PCPs attribution, optimizing resource planning, impacting 500+ providers by ?? %.

**Capital Blue Cross** Harrisburg, PA

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

Managed complex healthcare analytics and reporting, ensuring regulatory compliance and operational efficiency.

• Managed end-to-end healthcare analytics for compliance, leading two annual CMS regulatory deliveries by ?? %.

• Led CMS regulatory reporting (HEDIS) with 100+ metrics, ensuring compliance across multiple health plans by ?? %.

• Coordinated relations with 2 auditor agencies and 7 health plans, ensuring seamless compliance processes by ?? %.

**Pennsylvania Department of Education** Harrisburg, PA

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

Led analytics and data architecture projects, enhancing educational outcomes through data-driven insights.

• Led analytics for state-wide educators, creating 10 new metrics, enhancing student performance monitoring by ?? %.

• Transitioned from vendor to in-house solutions, saving $50K annually and reducing time by ?? 50%.

• Designed new ETL pipelines, replacing vendor solutions, significantly improving data processing efficiency by ?? %.

**EDUCATION**

**Johns Hopkins University** US

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

* Transitioned from a business background to AI, integrating advanced technology solutions in editorial contexts
* Completed 7 prerequisites in advanced math and programming, enhancing data analysis and machine learning skills

• Undertook 11 graduate courses focusing on AI technologies and their media applications

**University of Maryland** US

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

* Developed strong analytical and quantitative skills applicable to data-driven decision making
* Collaborated on projects emphasizing strategic financial planning and technological integration

**University of Nottingham** China

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

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

• Focused on cross-functional collaboration and leadership in finance-related projects

**SKILLS**

TECHNICAL

AI technologies, Machine learning applications, Data analysis, Consumer product development, Python, R, SQL, TensorFlow, PyTorch, NLP, Cloud platforms 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**