**PROFESSIONAL EXPERIENCE**

**DIRECTV** LOS ANGELES, CA

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| **Principal Data Scientist** *Dec 2021 - Present* |

Led AI-driven projects enhancing customer experience, focusing on call-center and engineering diagnostics KPIs.

* Transformed call-center KPIs, saving $2M+ annually, impacting 8000+ agents across multiple centers by ?? %.
* Addressed KPI ambiguities, securing buy-ins from senior leaders in call centers, analytics, and IT by ?? %.
* Redefined context-driven KPIs, reducing repeats, transfers, and disconnects by ?? %.

Enhanced agent coaching through actionable metrics, improving service quality by ?? %.

* Redefined engineering diagnostics KPIs, boosting customer satisfaction by ?? 2% with product reliability.

Fostered collaboration between business and engineering, aligning strategies with customer needs by ?? %.

* Built 23 new metrics for churn models, increasing accuracy by ?? 2%, enhancing marketing strategies.

Delivered new detractor models in two months, raising churn prediction accuracy by ?? 2%.

**Landmark Health LLC** Huntington Beach, CA

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

Improved healthcare analytics, reducing hospital admissions and enhancing operational performance.

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

Rebuilt inpatient prediction model, boosting accuracy by ?? 30%, reducing ER visits by 20%.

* Increased dashboard performance, saving 50% time and $50K in costs, improving efficiency by ?? %.

Developed PCP attribution algorithms, optimizing resource planning for 500+ providers by ?? %.

**Capital Blue Cross** Harrisburg, PA

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

Managed complex healthcare analytics, ensuring regulatory compliance and stakeholder coordination.

* Managed end-to-end healthcare analytics for regulatory compliance, impacting ?? health plans.

Led two annual CMS regulatory reporting deliveries, managing 100+ patient care metrics by ?? %.

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

**Pennsylvania Department of Education** Harrisburg, PA

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

Led analytics initiatives, enhancing educator capabilities and transitioning to in-house solutions.

* Led analytics for state-wide educator monitoring, creating 10 new metrics for student outcomes by ?? %.

Transitioned from vendor solutions, designing ETL pipelines, saving $50K annually and 50% time by ?? %.

**EDUCATION**

US

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

US

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

China

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