

# CALYPSO RYNKOWSKI

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## SKILLS

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**Languages/Libraries:** Python, SQL, Pandas, HTML/CSS, XML

**Tools:** MySQL, Git, GitHub, JIRA, Oxygen XML Editor

## EXPERIENCE

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**Volunteer** | Eagles Nest Sanctuary | Remote Aug 2020-Present

- Organized, implemented, and maintained an internal database of donations and donors using Excel and Agile CRM
- Generated donation reports and reviewed data for accuracy and quality, establishing a system for standard reporting procedures
- Headed the design and curation of quarterly newsletters using Canva with collaboration from team members

**Customer Engagement Representative** | Gusto | Denver, CO Nov 2019-May 2020

- Supported high-volume workloads in a fast-paced technical environment while ensuring expert customer support by addressing customer needs, fixing issues in real-time, and escalating bugs
- Maintained knowledge of the payroll software, products, integrations, and state tax laws to ensure customers were provided necessary resources, while troubleshooting payroll discrepancies
- Managed customer accounts using Salesforce.com, JIRA, and Confluence and communicated cross-functionally using Slack and Teleopti

**911 Dispatcher** | Adcom911 | Commerce City, CO Dec 2018 – Nov 2019

- Performed real-time data entry of communications including phone and radio transmissions into the computer-aided dispatch software TriTech, ensuring accuracy and pertinence
- Proficiently operated a multiple forms of communication equipment including computer software, radio consoles, telephones, GPS devices, faxes, internal and external databases
- Routinely queried the NCIC/CCIC databases for warrants, stolen vehicles, vehicle registrations, and teletypes within the scope of law enforcement needs

## EDUCATION

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**University of Texas at San Antonio** | Bachelor of Arts in Anthropology August 2017

- Research Study: Collected and analyzed data on human perceptions of health in a cross-cultural study of three geographical areas through observing and recording human-animal interactions at zoos and animal rescues

**Continuing Education** | Data Analytics June 2020-Present

- Certifications: **Data Analysis with Python Certification** from freecodecamp & **Data Analysis** from Jovian.ML

## PROJECTS

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**Disease Dashboard App** November 2020

- Produced a responsive web application in Streamlit analyzing data and providing visualizations of prevalent diseases in the United States, including real-time COVID cases around the US using Python, Pandas, and Plotly

**Portfolio Website** October 2020

- Designed and developed a portfolio website using the framework Bootstrap
- Investigated multiple plugins including Isotope to an interactive and effective frontend experience
- Created technical writing documentation identifying procedures for cloning and editing the project repository and wrote procedures for creating a similar website in both Markdown and DITA

**Exploratory Data Analysis of Human Trafficking Survivors** September 2020

- Performed ETL and data analysis on open-source datasets using Jupyter Notebooks, Python, Pandas, and visualization software Plotly
- Results showed the US a majority of survivors consisted of young, female survivors who became victims under the age of 20 years old