CALYPSO RYNKOWSKI

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SKILLS

Language & Aptitudes: Python, SQL, Excel, HTML, CSS   **Technical Skills:** Pandas, Seaborn, plotly, Data Cleaning

PROJECTS

Exploratory Data Analysis of COVID-19   October 2020
- Compared reports of Covid-19 cases to track prevalence and determine areas most affected by the virus
- Utilized Pandas and Seaborn to visualize the data, and Streamlit to create a web application interface

Exploratory Data Analysis of Formula 1 Races   November 2020
- Explored the extensive data around the motorsport to analyze driver and team performance over the years, and gain insight on what makes the sport popular all over the world
- Utilized Pandas on Jupyter Notebooks to analyze the data, and plotly and create user friendly visualizations

Health and Society Research Study   May-August 2017
- Collected data on human perceptions of health in a cross-cultural study of San Antonio, South Padre, and Guadalajara, Mexico through observing and recording human-animal interactions at zoos, a primate rescue, and a turtle rescue
- Participant observation, textual analysis, and surveys were used in data collection and analysis

EXPERIENCE

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

- Maintained a high-volume workload in a fast-paced environment, averaging 175 client interactions a week via inbound phone calls and inbound emails
- Ensured expert customer support by addressing client concerns, resolving issues in real-time, developing relationships with clients
- Managed customer accounts using Salesforce.com, JIRA, and Confluence and maintained interdepartmental communication using Slack
- Consistently met performance benchmarks and maintained >95% customer service satisfaction CSAT rating

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

- Answered 911 and non-emergent multi-phone lines while actively responding to radio transmissions of law enforcement personnel
- Performed real time data entry of approximately 85 calls a day into the computer aided dispatch software TriTech, ensuring accuracy and significance of information
- Handled high-stress 911 calls by utilizing expert communication skills and providing real time safety instructions
- Proficiently operated a wide variety of communication equipment including computer software, radio consoles, telephones, and GPS devices
- Routinely queried the NCIC and CCIC databases for warrants, missing persons, stolen vehicles, vehicle registrations, and teletypes

Lead Medical Scribe/Trainer   Apr. 2016 – Jan. 2018
ProScribe | San Antonio, TX

- Accompanied ED physicians during patient interviews, documenting over 5,000 patient visits
- Recorded all interactions into patient medical records including physical exam finding, medical histories, and medical procedures using the electronic medical records software PICIS
- Promptly communicated patient conditions and lab results to physicians, as well as relevant prior lab and radiographic studies
- Maintained high standards of HIPAA compliance including patient record confidentiality
- Trained over 25 scribes in the use of the PICIS system and documentation procedures

EDUCATION

University of Texas at San Antonio | Bachelor of Arts in Anthropology   Aug. 2017
- Relevant Coursework: Intro-Program & Data Management in SAS, Applied Statistics

Continuing Education | Data Analytics   June 2020- Present