CALYPSO RYNKOWSKI

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EDUCATION

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

Continuing Education | Data Analytics   June 2020-Present
- Certifications: **Data Analysis with Python Certification** from freecodecamp & **Data Analysis** from Jovian.ML

SKILLS

Languages/Libraries: Python, SQL, Pandas, Seaborn, Plotly, HTML/CSS

Tools: MySQL, Jupyter Notebooks, Tableau, Excel

PROJECTS

Exploratory Data Analysis of Formula 1 Races   October 2020
- Utilized Pandas, Jupyter Notebooks, Seaborn and Plotly to load, transform, and explore the data
- Once merged, sorted, filtered, and cleaned insight of individual driver statistics, frequency of track use, and the progression of the sport was explored in tabular and visual formats

Exploratory Data Analysis of Human Trafficking Survivors   September 2020
- Analyzed open-source data about survivors using Jupyter Notebooks, Python, Pandas, and visualization software Plotly
- Through the analysis of the data, findings showed the US has a large population of young, female survivors who became victims under the age of 20 years old

Health and Society Research Study   May-Aug 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 and animal rescues
- Participant observation, textual analysis, and surveys were used in data collection and analysis

EXPERIENCE

Volunteer | Eagles Nest Sanctuary | Remote   Aug 2020-Present
- Created, implemented, and maintained internal database of donations and donors using Excel and Agile CRM
- Generated donation reports and reviewed data for accuracy, completeness, and conformity, establishing standard recording procedures
- Designed and curated quarterly newsletters using Canva

Customer Engagement Representative | Gusto | Denver, CO   Nov 2019-May 2020
- Supported high-volume workloads in a fast-paced environment while ensuring expert customer support by addressing client concerns and resolving issues in real-time
- Maintained knowledge of the payroll software, documentation, and tax laws to ensure customers were provided the correct resources and information for their location
- Managed customer accounts using Salesforce.com, JIRA, and Confluence and maintained interdepartmental communication using Slack and Teleopti

911 Dispatcher | Adcom911 | Commerce City, CO   Dec 2018 – Nov 2019
- Performed real time data entry of calls and radio transmissions into the computer aided dispatch software TriTech, ensuring accuracy and pertinence
- Proficiently operated a wide variety of communication equipment including computer software, radio consoles, telephones, and GPS devices
- Routinely queried the NCIC/CCIC databases for warrants, stolen vehicles, vehicle registrations, and teletypes