

# Kelynn Nowakowski

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## TECHNICAL SKILLS & CORE COMPETENCIES

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**Programming Languages:** Python (familiarity with toolkits such as pandas, scikit-learn, pytorch, spaCy, NLTK, OpenAI), SQL (MySQL, SQL Server), SAS, Java

**Development Tools & Environments:** Docker, Git, Confluence, Jira

**OS:** Experience with Windows, macOS, and Linux machines

**Software & Applications:** Microsoft Office Suite (including advanced Excel), Google Apps (G Suite)

**AI & Machine Learning:** Retrieval-Augmented Generation (RAG), Prompt Engineering, Natural Language Processing (NLP), Human Language Technologies

**Software Development Practices:** SCRUM Methodology, Quality Assurance & User Acceptance Testing, UML, Documentation & Requirements Gathering, Business Analysis

**Soft Skills:** Analytical and Critical Thinking, Time Management, Professional Writing and Communication Skills, Keen Attention to Detail, Problem Solver, Customer Service Oriented, Ability to Wear Multiple Hats, Organized, Resourceful, Team Player

## PROFESSIONAL EXPERIENCE

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### EdPlus at Arizona State University - Scottsdale, AZ

#### Business Analyst

July 2022 – Present

- Create detailed, comprehensive documentation for a multifaceted tool to include user stories, technical requirements, process documents, acceptance criteria, flow charts, etc.
- Work closely with a third-party development team to ensure requirements are met and deliverables are completed on time and in high quality
- Maintain consistent communication and ability to be flexible in an Agile work environment
- Bridge gaps between product stakeholders from multiple organizations and technical teams using effective communication and problem solving skills
- Analyze various data and extract valuable insights, present findings, and help guide impactful decisions in a data driven manner
- Conduct QA and UAT for all product feature releases (often including writing test cases) and maintain release notes

#### Machine Learning Engineer Intern

September 2023 – March 2024

- Utilized Python to develop and implement multiple cutting-edge AI projects within a highly innovative and fast-paced team environment
- Leveraged advanced prompt engineering techniques to improve AI-generated outputs, including analysis of different outputs and continuous learning of industry best practices and recommendations
- Executed API calls using OpenAI to enhance project capabilities, including generating vector embeddings and creating chatbots
- Carefully cleaned and pre-processed text data, leveraging techniques and tools such as regex, NLTK, etc.
- Constructed RAG setups using OpenAI, to ensure the AI driven products are providing up to date and accurate information in their output
- Conducted thorough analyses of AI-generated outputs to ensure high quality results, which often included detailed writeups of findings

### AZ Department of Education – Phoenix, AZ

#### Data Governance Specialist

November 2021 – July 2022

- Communicated with internal stakeholders to ensure data quality was improved and maintained throughout the organization
- Supported data sharing and usage for both internal and external stakeholders
- Monitored, managed, and triaged data requests from various institutions and the general public through a HelpDesk ticketing service
- Assisted in developing agency level data infrastructure, policies, goals, and standards
- Collaborated on miscellaneous data related projects, reports, and presentations
- Lead the agency's Data Change Management weekly team meetings

#### Program Project Specialist II

June 2020 – November 2021

- Thoughtfully multitasked on numerous projects using SQL Server, SAS, Excel, and online platforms for research purposes and data analyses
- Created graphs and presentations for public meetings

- Generated public state reports using SAS and SQL, including introducing data redaction logic
- Frequently communicated with public entities as well as internal team members to maintain transparency
- Worked as a leader in editing the Accountability division's monthly newsletter in addition to writing articles
- Maintained and updated the team's public facing website via Drupal platform

## Link Systems, Int. – Tempe, AZ

### English Tutor

**September 2018 – December 2018**

- Critiqued essays for college students of various writing levels and backgrounds (including international students) in an online environment
- Provided support using the Socratic teaching method
- Gained expertise in academic citation formats such as MLA and APA
- Utilized time management skills to complete each essay within institution's guidelines

## EDUCATION

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### University of Arizona

Master of Science in Human Language Technology

**Expected Graduation: May 2024**

**Current GPA: 4.0**

### Arizona State University

Bachelor of Arts, Major in English (Linguistics); Minors in German, Japanese

**August 2015 - May 2018**

**GPA: 4.0**

## CERTIFICATES & OTHER EDUCATIONAL EXPERIENCES

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**Certificate: Computer Programming**, Rio Salado College

*Courses: Java I, Java II, C++, C#, Visual Basic, SQL Server, Object Oriented Analysis & Design*

**May 2020**

**GPA: 4.0**

**Certificate: TESOL**, Arizona State University

*Experience includes internship as a second language writing tutor at ASU*

**May 2018**

**Intensive German Courses**, F+U Academy of Languages (Berlin, Germany)

*Courses: CEFR B2.2, C1.1*

**February - April 2019**

**Intensive German Courses**, DeutschAkademie (Berlin, Germany)

*Courses: CEFR A2.1, A2.2*

**July - September 2016**

## HONORS & AWARDS

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**Best Third Year German Student**

Arizona State University

**Spring 2018**

**English Department Dean's Medalist Nominee**

Arizona State University

**Spring 2018**

**Dean's List**

Arizona State University

**2015-2018**

## LANGUAGES

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- **English** (native)
- **German** (advanced)
- **Japanese** (intermediate)