Kelynn Nowakowski

Glendale, AZ 85308 • kelynn.nowakowski@gmail.com
(602) 989-4775 • linkedin.com/in/kelynn-now

TECHNICAL SKILLS & CORE COMPETENCIES

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

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

University of Arizona   **Expected Graduation: May 2024**
Master of Science in Human Language Technology   **Current GPA: 4.0**

Arizona State University   **August 2015 - May 2018**
Bachelor of Arts, Major in English (Linguistics); Minors in German, Japanese   **GPA: 4.0**

CERTIFICATES & OTHER EDUCATIONAL EXPERIENCES

Certificate: Computer Programming, Rio Salado College   **May 2020**
Courses: Java I, Java II, C++, C#, Visual Basic, SQL Server, Object Oriented Analysis & Design   **GPA: 4.0**

Certificate: TESOL, Arizona State University   **May 2018**
Experience includes internship as a second language writing tutor at ASU

Intensive German Courses, F+U Academy of Languages (Berlin, Germany)   **February - April 2019**
Courses: CEFR B2.2, C1.1

Intensive German Courses, DeutschAkademie (Berlin, Germany)   **July - September 2016**
Courses: CEFR A2.1, A2.2

HONORS & AWARDS

Best Third Year German Student   **Spring 2018**
Arizona State University

English Department Dean's Medalist Nominee   **Spring 2018**
Arizona State University

Dean's List   **2015-2018**
Arizona State University

LANGUAGES

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