

Carolyn Kennett

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CURRENT ADDRESS

1614 Orange Ave, Apt #220
Redlands, CA 92373

PERMANENT ADDRESS

PO Box 10039
Ketchum, ID 83340

EXPERIENCE

Esri Support Services, Redlands, CA

Support Analyst for ArcGIS Online

June 2025 – Present

- Investigate and resolve complex ArcGIS Online cases, applying GIS expertise and analytical reasoning to identify root causes and deliver written solutions to users.
- Document and maintain detailed case summaries, updating each case every five days to ensure clear and current technical communication for customers and internal teams.
- Author internal technical documentation called Knowledge Articles that summarize workflows, findings, and resolutions.
- Cross-train on ArcGIS Pro and ArcGIS Enterprise to understand workflows across the Esri ecosystem.

Esri Support Services, Redlands, CA

Intern

May 2024 – August 2024

- Facilitated resolution of 15+ software defects by reproducing reported issues, validating workflows, and gathering missing technical details for development teams.
- Developed and presented a Network Analyst project in ArcGIS Pro, demonstrating routing, service area, and geoprocessing workflows while communicating their technical and real-world applications to Support analysts.
- Collaborated with ArcGIS Pro, ArcGIS Online, and ArcGIS Enterprise teams to test and document software behavior.

TCU and Patagonia Publishing, Fort Worth, TX

StoryMap Writer

October 2024 – May 2025

- Developed two interactive ArcGIS StoryMaps in partnership with Patagonia Publishing to visualize environmental themes from *The Blue Plate: A Food Lover's Guide to Climate Chaos* by Mark J. Easter and *Into the Thaw* by Jon Waterman.
- Used ArcGIS Pro and ArcGIS Online to design maps and data visualizations that communicated climate-related patterns in agriculture, wildlife, and environmental change.
- Transformed complex geospatial analyses into engaging narratives, combining clear writing with visual storytelling.

U.S. Congressman (CA-42) Ken Calvert's Office, Corona, CA

Intern

June 2020 – August 2020

- Managed constituent communications, fielding inquiries from citizens, local organizations, and community leaders to ensure prompt and accurate responses.
- Processed military academy nomination documents, streamlining the selection process for future leaders.

EDUCATION:

Texas Christian University – Fort Worth, Texas

August 2021 – May 2025

Bachelor of Science in Geography

3.86 GPA

Minors in History, Business, and Digital Culture and Data Analytics

RELEVANT COURSES:

- Introduction to GIS
- Urban and Business GIS
- Written Communication
- Concepts of Large Language Models
- Data Analysis and Visualization
- Introduction to Python
- Coding in the Humanities
- Image and Hypertext (HTML & CSS)
- 5+ writing emphasis courses

TECHNICAL SKILLS

- ArcGIS Pro, ArcGIS Online
- Tableau, Power BI
- Python
- Large Language Models (AI)
- Software testing and troubleshooting
- Technical writing
- Video editing
- User-focused documentation
- Geoprocessing workflows

LEADERSHIP/ORGANIZATIONS

AddRan College Dean's Student Advisory Council, Fort Worth, TX

Member

August 2022 – May 2024

- Identified and implemented strategies to improve the student experience within the AddRan College of Liberal Arts.
- Collaborated with council members to provide the Dean with valuable student insights and address concerns.

TCU Geography Club, Fort Worth, TX

President/Member

January 2022 – May 2025

- Promoted geography and GIS awareness on campus through events and social media engagement.
- Coordinated YouthMappers mapathons, supporting humanitarian mapping projects and student skill development.

ACTIVITIES/AWARDS

- TCU Scholar
- AddRan College Dean's List
- Gamma Theta Upsilon Geographical Society
- Recipient
- Recipient
- Member
- June 2023, January 2025
- June 2022-2024, January 2025
- November 2024 – May 2025