

Carolyn Kennett

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CURRENT ADDRESS

1614 Orange Ave, Apt #220
Redlands, CA 92373

EXPERIENCE

Esri Support Services, Redlands, CA	Support Analyst for ArcGIS Online	June 2025 – Present
<ul style="list-style-type: none">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
<ul style="list-style-type: none">Facilitated resolution of 15+ software bugs 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
<ul style="list-style-type: none">Developed two interactive ArcGIS StoryMaps in partnership with Patagonia Publishing to visualize environmental themes from <i>The Blue Plate: A Food Lover's Guide to Climate Chaos</i> by Mark J. Easter and <i>Into the Thaw</i> 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
<ul style="list-style-type: none">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	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
- 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
<ul style="list-style-type: none">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
<ul style="list-style-type: none">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	Recipient	June 2023, January 2025
AddRan College Dean's List	Recipient	June 2022-2024, January 2025
Gamma Theta Upsilon Geographical Society	Member	November 2024 – May 2025