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## PROFESSIONAL SUMMARY

Goal-oriented professional, who takes ownership and works effectively with cross-organizational teams, with several years of experience in managing projects, data analysis, and product testing; utilizing various tools and applications to produce and support business goals and requirements.

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## CORE STRENGTHS:

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| • Project Management             | • Agile Principles                |
| • GIS Principles                 | • Test Lead/UAT Testing           |
| • Business Analysis              | • Research and Data Analysis      |
| • Requirements Gathering         | • Training and Mentorship         |
| • Cross-functional Collaboration | • RDBMS concepts                  |
| • Prioritize Tasks               | • Process Improvements            |
| • Data Maintenance               | • Software Update/troubleshooting |

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## PROFESSIONAL EXPERIENCE:

### Senior GIS Analyst/Scrum Master – NV5 (Remote) – 9/2023 – Present

- Support mobile GIS application development projects and other GIS projects for the Bureau of Land Management (BLM), Department of Interior (DOI)
- Facilitate scrum and planning meetings, and maintain user stories, bugs, and tasks in Microsoft Azure DevOps software.
- Manage software development deployments and testing, as well as support software application document review and updates.

### GIS Consultant (Contractor) – Northwest Natural (Remote) – 4/2023 – 10/2023

- Led business analysis efforts for several projects: ESRI Utility Network migration project, Cyber Security migration, and Physical Security Enhancement project.
- Interviewed stakeholders to gather process workflows. Identified and documented project requirements; Managed, validated, and prioritized business requirements. Also identified and documented existing processes and use cases, as well as designed future-state processes, and prepared requirements traceability matrix.
- Document project business requirements in Azure DevOps.

### Project Manager (Contractor) – New Mexico DoIT (Remote) – 12/2022 – 4/2023

- Managed metrics and performed tracking analysis for the New Mexico FCC Broadband project; participated in project planning meetings and managed GIS team; created ESRI dashboard that displayed broadband status statewide and regionally. Also tracked broadband status by technology.
- Presented status updates to stakeholders during the client's daily scrum. In addition, managed the internal team's daily scrum; served as scrum master; added tasks for the team, and created and managed JIRA dashboard displays for stakeholders to view status. Kept team on track with tasks.
- Prepared ArcGIS Online maps for display. Reviewed and updated FCC broadband data collection points and attribute information using ArcGIS Pro.

### GIS Consultant – PG&E (Remote) – 05/2021 – 12/2022

- Worked on the Power Shutoff Power Safety (PSPS) team to provide access to upcoming shutdown events. Prepared test scenarios and executed test plans in ArcGIS Online (HUB, Experience Builder, Survey 123), Jupyter Notebooks, as well as SQL. Participated in Disaster Recovery testing and end-to-end testing.
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- Worked on the Enhanced Vegetation Management Program team to maintain the framework and AGOL applications that are used to collect and update data to mitigate vegetation that poses a risk to power lines; worked on vegetation point near analysis, verified surveys for field staff, verified data collected in the field were synced into the database and prepared documentation providing a high-level overview on various projects for the business team. In addition, supported mobile GIS application development through testing.
- Worked on the Microgrid Project to provide portal access for users to view restricted data on transmission, substation, and distribution lines as well as circuits and substations for desktop and mobile devices. Verified data in AGOL, the Hub Portal, and web maps, matched data that was taken from Foundry, and other databases.
- Conducted requirements gathering, verified data, and suggested product improvements. In addition, supported projects as a Scrum Master, and Product Owner when needed. Alerted team to issues and bugs/defects; suggested product enhancements for successful product release. Participated in end-to-end testing. Created product Wiki Page for the Microgrid project; provided knowledge transfer to the support team.

#### **Senior Computer System Analyst (Contractor) – ECS Federal/USPS, Remote, 12/2016 – 05/2021**

- Managed GIS staff and high visibility GIS projects to pioneer, implement and support effective solutions, processes, and services relevant to business requirements; projects include overseeing and maintaining delivery route lines, facility data, EDDM application, Retail Analytics, ad-hoc custom projects using ESRI Business Analyst, as well as supporting automation initiatives. Managed projects and teams to standardize ETL processes to improve timeliness and efficiency for updating data.
- Utilized agile application to track projects; oversaw and coordinated GIS efforts, data, and personnel; consulted with customers to identify project requirements; provided stakeholders and senior management status updates on projects and initiatives.
- Managed customer support staff; initiated the use of incident tracking application via ServiceNow; initiated and coordinated departmental training on industry-related applications and programs.

#### **Senior Analyst (Contractor) – North Carolina Department of Transportation, Raleigh, NC, 4/2015 – 5/2016**

- Worked on the NCDOT Strategic Prioritization initiative using GIS (geographic information systems) principles to evaluate, implement and analyze applications and data products.
- Maintained and updated state road line network using LRS (Linear Referencing System); reviewed third-party network models to ensure compatibility; revised hurricane routes and NCDOT fuel depot locations, as well as manage other various transportation-related projects.
- Provided data analysis; updated and built GIS databases in accordance with organizational standards.
- In addition, QA/QC data and reported problems or defects that could affect product launch release.

#### **Community Dev. Temp - Albemarle County Community Development Dept., Charlottesville, VA, 10/2014 – 4/2015**

- Utilized GIS mapping software to maintain County data, such as zoning, land use, historic preservation, conservation and environmental resource protection, school districts, water resources, and park facilities/trails.
- Provided demographic analysis to improve outreach to underrepresented communities; reviewed and updated outdated parcel boundaries; managed county addresses in the geodatabase; prepared thematic maps for internal and external clients.

#### **Senior Systems Analyst - S&P Global (f.k.a., SNL Financial), Charlottesville, VA, 3/2011 – 6/2014**

- Content Lead and SME of the global Demographic Data Department; provided business analysis, managed KPI (health and performance) as well as workflow processes and SOP's (standard operating procedures). Provided technical support/training to internal teams and direct reports on geographic and demographic data.
- Content lead in project planning, and product design; created business requirements and use cases. Contributed to ETL processes in updating weekly and monthly demographic updates. Participated in Agile, created user stories, and attended planning meetings; evaluated new vendor data for product and service enhancements; provided summary updates to stakeholders and senior management.
- Proposed a custom data tool for clients to access and customize business analysis data.
- Prepared test designs and test cases; actively participated in product walk-throughs, validated data loaders, and suggested product enhancements to workflow and/or functionality.

**GIS Analyst (Contractor) - Office of the Chief Technology Officer, DC Government, Washington, DC, 4/2010 – 3/2011**

- Analyzed and updated Broadband datasets; worked with Broadband provider agencies to gather data; provided technical support and expertise to District agencies and users; designed QA/QC processes, and prepared metadata.
- Created database and maps of broadband service territory areas to show availability and adoption areas and prepared maps of middle-mile broadband facilities. Prepared White Paper on the DC Broadband process.

**COMPUTER SKILLS:**

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**Software Applications/Systems:**

ArcGIS: ArcMap, ArcPro, Business Analyst, ArcGIS Online, ArcGIS Server, Model Builder, Survey123, Hub, Field Maps, Jupyter Notebooks, Experience Builder, Dashboard

Agile: Microsoft Team Foundation Server (TFS), Version One, Jira, Azure DevOps

Microsoft Office: Word, Excel, Access, PowerPoint, SharePoint, Teams, Visio, Project, Publisher, Outlook

Cloud Platforms: AWS (basic knowledge)

Additional Software: ServiceNow, Citrix, Tableau

**Database/Programming Language:** SQL, HTML, XML, Python, PostgreSQL, JavaScript, CSS

**Graphic Applications:** Adobe: Acrobat, PhotoShop, InDesign, Illustrator; SnagIt, Visio, draw.io

**Operating Systems:** Windows

**EDUCATION:**

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MS in Geoinformatics, University of Iowa, Iowa City, Iowa – Expected Completion 2027

Bachelor of Arts in Political Science, CUNY Queens College, Flushing, New York

**PROFESSIONAL DEVELOPMENT:**

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Coursera - Introduction to Web Development with HTML, CSS, JavaScript, 2024

ArcGIS Enterprise: Configuring a Base Deployment, ESRI, 2018 | Creating Python Scripts for ArcGIS, ESRI, 2018 |

Intro to ArcGIS Pro for Professionals, ESRI, 2017 | ArcGIS, Business Analyst - ESRI, 2011 | Remote Sensing - Old

Dominion University, Norfolk, VA, 2011 | SQL - Piedmont Virginia Community College & SNL Financial, 2011 |

Dreamweaver/Cascade Style Sheets/Adobe Suite - NCSU, 2005 | GPS (Mapping for GIS with Asset Surveyor,

GeoExplorer 3 or Terra Sync) - Duncan and Parnell, 2003 | Intro to ArcInfo using ArcMap, ArcCatalog and ArcToolbox -

ESRI, 2000 | HTML - University of Missouri-St. Louis, Microcomputer Program, 1999

**PROFESSIONAL CERTIFICATIONS:**

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**GISP Certificate**, GIS Certification Institute, Des Plaines, IL, License 16301 *February 2009 – February 2025*

**Pathways Leadership Development Program Certificate**, NCSU, Raleigh, New York, *May 2009*

**Project Management Fundamentals**, Lynda.com, License 177991, January 2016

**Project Management Simplified**, Lynda.com, License 27CE04, January 2016

**VOLUNTEER WORK:**

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**Coralville Planning and Zoning Commission**, Coralville, IA - January 2023 – Present

- Member of the advisory commission that makes recommendations to the City Council on matters related to planning and zoning.