

Portland, OR
(503) 705-6592
soundofrafa@gmail.com
LinkedIn: [geografa](#)
Portfolio: [geografa.io](#)

SKILLS

Mapbox APIs and SDKs
JavaScript, React, Node.js,
Swift, SQL, GDAL, OGR
QGIS, Esri, Carto

ENTERPRISE APPS

Intercom, Zendesk, Help
Scout, Jira, Confluence,
Salesforce, Mode, Tableau,
Power BI, Figma, Sketch

RECOGNITION

Technical Support Engineer
Top Contributor, 2022

GIS Day, Speaker University
of Oregon, 2019

Portland Cartography
Symposium Speaker, 2018

User Experience Design
Circuit, General Assembly
2017

Certified PMP (Project
Management Professional),
2008

EDUCATION

University of Georgia,
Athens, GA — B.S. Physical
Geography, 1997

Rafa Gutierrez

Geospatial Specialist

With two decades in the geospatial industry, I am contributing my mapping skills to build powerful location-driven applications and create an excellent customer experience.

EXPERIENCE

Mapbox | L3 Technical Support Engineer

2013 - 2023

- Provided dedicated SDK and API support for strategic customers unblocking launches and feature development. Required adherence to SLAs, cross-functional team communication, and regular stakeholder syncs.
- Served as Technical Support Subject Matter Expert for Map and Navigation APIs, Search APIs, and Geodata (OSM, Boundaries, Movement, Traffic).
- Supported Driver Operations team with logistics applications and strategic planning for real-world testing of 1Tap (in-house testing app) in Japan. New features and bug fixes were built as a result.
- Responsible for migration of three help desks including the setup of domains, SLA policies, triggers/automations, and documentation.

Grafa | Geospatial Consultant

2010 - 2013

- Provided spatial analysis using EEZ boundaries, bathymetry, temperature, wind, and precip for Seasteading Institute initial models using ArcGIS.
- Print cartography for 82 maps in the second edition of Wild in the City.
- Quality assurance for web apps, OMBU Drupal development services.

SWCA Environmental Consultants | GIS Manager

2001 - 2010

- Conducted Fuel Potential Data Analysis using Landsat TM data, Colville Reservation, WA (1.4 million acre) for future land and fuels management.
- Provided spatial analysis for Desert Tortoise Population Modeling in the Mojave Desert. Outcomes served as evidence for habitat preservation.
- Managed contract for USFWS NWI program and four GIS Technicians.

Early Geospatial Experience | Cartographer & GIS Specialist

1993 - 2000

- Analyzed census data for the Portland Development Commission contributing to the creation of the Urban Renewal Areas, North Portland.
- Maintained the University of Georgia's collection of over 300,000 maps, atlases, and aerial photographs.