Portland, OR
soundofrafa@gmail.com
LinkedIn: | Portfolio

SKILLS

Mapbox, QGIS, Esri, Carto
GDAL, OGR, JavaScript,
Node.js, Python, Swift, SQL

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

Mapping Coordinator,
Columbia River Orienteering
Club, 2003

EDUCATION

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

Rafa Gutierrez

Two decades in the geospatial industry, building powerful location-driven applications, and creating an excellent customer experience.

EXPERIENCE

Mapbox | L3 Technical Support Engineer
2013 - 2023

- Provided expert-level support for early cartographic tools (TileMill, Studio Classic) to Mapbox Studio, providing design consultations, data management techniques, labeling tips, and effective use of GL expressions that helped make fast, performant customer maps.
- Served as Technical Support Subject Matter Expert (SME) for Mapbox Tiling Services (MTS), third-party geodata (OSM, Boundaries, Movement, Traffic), and Map, Navigation, and Search APIs. SMEs provided rapid support for internal and external stakeholders and served as dedicated leads.
- Provided dedicated SDK and API support for strategic customers including **onX**, Strava, RoadTrippers. Impacts helped to unblock launches and feature development. Required cross-functional team communication and regular stakeholder syncs ensuring adherence to SLAs.
- Assisted customers with developing MTS pipelines using MTS Data Sync as well as Tilesets CLI enabling data uploads to be more performant saving customers time and overall plan costs.

SWCA Environmental Consultants | GIS Manager
2001 - 2010

- Provided expert-level experience with Esri ArcGIS products, managing GIS-specific projects to support natural and archaeological studies.
- Developed Fuel Potential Data Analysis using Landsat TM data, Colville Reservation, WA (1.4 million acre) impacting future land and fuels management.
- Provided spatial analysis for Desert Tortoise Population Modeling in the Mojave Desert. Cartographic presentations served as supporting evidence for the preservation of tortoise habitat.
- Managed contract for USFWS and four GIS Technicians developing data for the National Wetlands Inventory (NWI) program. Data developed in this time serves the NWI program to this day.

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.
- Produced 80+ maps for *Wild in the City, Exploring The Intertwine: The Portland-Vancouver Region's Network of Parks, Trails, and Natural Areas* (ed. 1 &2)