

MARCUS A. ROMBOY

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Highly motivated problem solver with a passion for GIS and a background in customer service. Driven by quantifiable results, customer satisfaction, improving efficiency, and expanding the scope of GIS.

Core competencies include:

Programming – Python, C#, PL/SQL, JavaScript, HTML, CSS

Software –ArcGIS Enterprise, ArcGIS Desktop, ESRI Mobile Apps, Oracle, MS SQL Server, MongoDB

Soft Skills – leadership, customer service, communication, problem solving

PROFESSIONAL EXPERIENCE

SOUTHWEST GAS CORPORATION

Analyst II/Programmer, Las Vegas, NV (2017 – Present)

Refined and fine-tuned the enterprise GIS for a natural gas utility through the development of geospatial technologies

- Administered GIS technologies and applications including ArcGIS Desktop, ArcFM, ArcGIS Enterprise, 80 servers, 20 databases for 200 editors, and 1,500 map viewers
- Technical lead of \$1.5 million implementation of an outage management system deploying Survey123 for ArcGIS, Workforce for ArcGIS to 1,500 field users
- Developed and deployed ArcFM auto-updater with ArcObjects in C# used daily by 200 ArcMap users
- Implemented performance monitoring software that led to a 20% increase in performance for the GIS database server
- Wrote and published several geoprocessing services with Python that are used in the Emergency Operation Center during gas outages
- Solved deficiencies in vendor provided solution through ArcGIS API for Python
- Implemented the use of spatial SQL queries that replaced Python scripts
- Managed hardware and software upgrade of GPS solution used for pipeline integrity management

GIS Analyst, Carson City/Las Vegas, NV (2015 – 2017)

Focused on data quality and increasing efficiency of the GIS departments in Carson City and Las Vegas

- Developed Python tools to for engineers to analyze gas distribution facilities ready for replacement
- Created Python tools to automate the printing and archiving maps that reduced manual efforts by 20 hours a month
- Initiated a data quality project that led to the improvement of thousands of customer records

Engineering Technician, Carson City, NV (2015)

Developed ideas into plans used to construct new gas facilities

- Designed gas facilities, performed cost estimates of designs, and coordinated permitting of construction

Mapping Contractor, Carson City, NV (2014 – 2015)

Digitally replicated service and main as-built drawings in the geodata database

- Outperformed team members by 60% in efficiency while meeting highest quality standards

GARAFA LLC

Customer Support, Provo, UT (2013 – 2018)

Applied GIS expertise and customer service experience to developing startup

- Product expert for GPS and GIS mobile application
- Single point of contact for to all customer and business inquiries
- Analyzed customer interactions to maximize investment on feature enhancements

YOUNG LIVING ESSENTIAL OILS

Customer Service Team Lead, *Lehi, UT* (2009 – 2014)

Directly supervised 10 – 12 customer service representatives who responded to phone calls, emails, and instant messages

- Consistently led team to meet or exceed performance and sales goals in company that increased revenue by 300% in 5 years
- Revolutionized performance monitoring system by creating a paperless process to capture and retain data which lead to 25% increase in efficiency using VBA and Microsoft Access
- Regularly deescalated intensified customer interactions through creative problem solving and persistent attention to identified issues

THINK SPATIAL BYU

GIS Consultant, *Provo, UT* (2014)

Directly applied academic studies to fulfill an on-campus need for GIS

- Founded a student organization that provided GIS and cartography solutions to academic research
- Mentored underclassmen and provided a lasting opportunity in geographic sciences to subsequent university graduates

EDUCATION

MS, GIS/Web Map Programming, UNIVERSITY OF WISCONSIN-MADISON, *Madison, WI* (2019 –2021)

BS, Geography, BRIGHAM YOUNG UNIVERSITY, *Provo, UT* (2010 –2014)

AS, General Studies, UTAH STATE UNIVERSITY, *Logan, UT* (2006 – 2010)

VOLUNTEER EXPERIENCE

LION'S CLUB SIGHT FIRST

Volunteer, *Las Vegas, NV* (2017 – 2018)

- Facilitated interactions between doctors and patients lacking income or insurance

TRUCKEE MEADOWS COMMUNITY COLLEGE

GED/ESL Tutor, *Reno, NV* (2015 –2016)

- Supplemented the education of adults looking to accomplish academic and citizenship goals

MORMON WOMEN IN MEDICINE

Web Administrator, *Reno/Las Vegas, NV* (2014 – Present)

- Built and maintained online platform to engage and support a niche group of physicians