

Michael Arreguin
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PROFILE

Geographic Information Systems, Cartography, Web Development and Design

EDUCATION

University of Wisconsin at Madison (online) - M.S., Web Mapping and Programming for GIS. Expected Graduation 2018.

University of California, Santa Barbara, CA - BA, Cultural Anthropology. Graduated 2014.

Udacity, Online - Tech Entrepreneurship NanoDegree (ethnography, idea validation, personas, storyboarding, user research, rapid prototyping).

Columbia Community College, Columbia, CA - Geospatial Microcredential

Columbia Community College, Columbia, CA - Small UAV Microcredential

SKILLS

ArcGIS, QGIS, SQL, Python (intermediate), HTML, CSS, JavaScript, Cartographic Design, Terrain Mapping, Raster Analysis, GIS Database Maintenance, Adobe Creative Suite, GDAL, OGR, Tech Support, Customer Service, Quality Assurance Testing, Wordpress, MAMP, Search Engine Optimization, Content Marketing, Salesforce, Go To My PC, GoToMeeting, Prototyping, UX Research and Design

EXPERIENCE

Geospatial Information Systems Technician, County of Tuolumne, CA - 2017

Perform geospatial database updates for key layers used by several county divisions. Update and create feature datasets. Maintain and create public-facing and internal web maps using ArcGIS Online and Portal for ArcGIS. Write Python and VBA scripts to create ArcGIS for Desktop tools to automate tasks for other departments. Work closely with Tree Mortality and Fire to track dead trees as they relate to infrastructure and fire threat, and create visuals to present findings.

Jr. Data Analyst Intern, VSolvit, Sonora, CA - 2016 - 2017

VPN installation and maintenance. Develop technical training. Test software applications in development for enterprise GIS solutions. Work closely with the QA team and development team to find bugs in VSolvit applications. Develop automated test scripts using Robot Framework.

Customer Experience, Spiraledge, Remote - 2016 - 2017

Manage customer accounts with Spiraledge subsidiaries. Work remotely to resolve customer inquiries via email (Zendesk), live chat (Zopim), and over the phone. Duties involve helping customers navigate swimoutlet.com, place orders, resolve technical and billing issues. Track customer trends and feedback to better inform design team.

Manager of Implementation, Vox Orbis, Santa Barbara, CA - 2015

Onboard new clients. Cultivate & maintain client relationships. Manage project deadlines from freelance language translators and localization specialists.

Implementation Specialist, AppFolio Inc., Goleta, CA - 2015

Handle all data pulls, pre & post sale. Assist Implementation Team during data migrations by gathering, analyzing & processing client data. Partner with Sales, Implementation & Customer Success Team to define best practices for managing data pulls & implementation tasks. Contact customers during their 1st 30-days live. Listen to each customer & identify opportunities to improve their experience. Coordinate

with Implementation & Customer Success Teams to execute on customer success plans. Receive direction from the Director, Implementation & Post-sale Services & guidance from Implementation Specialists.

Customer Care, Citrix; Goleta, CA — 2014

Operate incoming calls for corporate & personal accounts. Knowledge of Citrix Go to my PC & Go to Meeting applications. Address tier one tech support issues, & remotely control client computer to solve problems. Update &/or cancel accounts. Utilize customer retention techniques through promos, free trials, & outstanding customer service. Manage customer cases through sales force & internal Citrix admin systems.

Specialist, Apple Inc; Santa Barbara, CA — 2011–2013

Sales of all Apple products & third party retailers sold in the Apple store. Orchestrate training workshops on apple products & software. Operate incoming phone calls to the Apple store. Ensure high customer satisfaction by tactfully approaching, questioning, positioning, listening, & presenting a complete solution for customers & small businesses. Visuals Team: Uphold store aesthetic guidelines and re-image computers.