Michael Arreguin

916-837-7835   michaelarreguin@gmail.com   https://marreguin1.github.io/root/

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 Spring 2020

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

Columbia Community College, Columbia, CA - Geospatial Micro-credential requirements

Experience

GIS AND DATA MANAGEMENT SPECIALIST, RECOLOGY, CA - 2019 - PRESENT

Optimize truck routes for operational efficiency. Use Routesmart and Esri software to perform reroute analysis and automate nightly routing for early morning routes via Python and VBscript. Guide non-corporate GIS specialist on specialized projects. Specialized projects include mobile data collection, raster analysis, mapping requests, web mapping, and customized scripts for automation. Conduct GIS trainings within other departments.

GEOSPATIAL INFORMATIONS SYSTEMS ANALYST/PROGRAMMER, COMPUTER TASK GROUP, CA - 2018 - 2019

Perform complex geospatial analysis for the DA, engineering department, and environmental resources department as a contractor for the County of Solano. Create scripts for automating mapping tasks. Create display maps using ArcMap, ArcPro, and Adobe Illustrator. Convert existing geospatial layers to the Local Government Information Model schema, and update parcel layer using the parcel fabric Esri model. Create web maps for internal and external use.

GEOSPATIAL INFORMATION SYSTEMS TECHNICIAN, COUNTY OF TUOLUMNE, CA - 2017 - 2018

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. Update cadastral parcel layers. 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 scripts to automate testing.

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.

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.

Skills

LiDAR analysis, ArcMap (latest), QGIS, SQL, Python Scripting, HTML, CSS, JavaScript, Arcpy, Cartographic Design, Mapbox GL JS, Leaflet, Route Optimization, Routesmart, Terrain Mapping, Raster Analysis, GIS Database Maintenance, Adobe Creative Suite, GDAL, OGR, Tech Support, Customer Service, Quality Assurance Testing, Wordpress, Salesforce, Go To My PC, GoToMeeting, Prototyping, UX Research and Design.