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[LinkedIn](#): | [Portfolio](#)

# Rafa Gutierrez

## SKILLS

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

## ENTERPRISE APPS

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

## RECOGNITION

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

## EXPERIENCE

### Mapbox | L3 Technical Support Engineer

2018 - 2023

- Led migration between helpdesks (Help Scout, Zendesk, Intercom), organized weekly and QBRs, managed PagerDuty oncall schedules, and developed front end for contacting Support as well as backend for managing Zendesk business rules and SLAs to **improve operational efficiency and tracking mechanisms for exec level OKRs**.
- Led Support team for Straightaway (powered by Mapbox) delivery logistics application. Straightaway feedback provided actionable improvements to the SDKs and APIs. Instituted changes to the Live Chat process to **improve self-serve support** from 55% to 95%.
- Developed and managed the [Mapbox Developer Network](#) providing customers with alternative developer support beyond the scope of Mapbox paid support hosting over 100 developers.
- Supported strategic customers (Ford, The Weather Channel, Instacart) through dedicated support, escalating issues to product teams, meeting SLAs, and communicating status to both engineering, account managers, and customers.

### Mapbox | Tier 1 Technical Support Engineer

2013 - 2018

- Provided expert-level support for early data management tools (TileMill, Studio Classic) to Mapbox Studio, providing data management and upload processes helping 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. As an SME, I provided rapid support for internal and external stakeholders and served as dedicated lead. Overall issues resolved exceeded 10,000 tickets.
- Provided guidance on tools such as QGIS, GDAL, and OGR for ETL operations. Regularly assisted customers with large data imports from OSM extractions to imagery imports.
- Created the first [guides and documentation](#) for Mapbox APIs and SDKs serving thousands of new customers and deflecting customer support issues.

### SWCA Environmental Consultants | GIS Manager

2001 - 2010

- Using Electric Power Research Institute (EPRI) transmission line siting techniques, developed a corridor model using Spatial Analyst to produce a model of least-cost-path areas for transmission line siting. Results provided impact summaries to natural and cultural resources within the feasible areas.
- Developed Fuel Potential Data Analysis using Landsat TM data, Colville Reservation, WA (1.4 million acre) impacting future land and fuels management.