RACHEL CORCORAN-ADAMS

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Education

Master of Science in *Geographic Information Science,* GPA 3.9 June 2021
Bachelor of Arts in *International Development* and *Geography*, GPA, 3.6 May 2020
Clark University, Worcester, MA

Skills

Programming Languages: JavaScript (Limited), Python (Basic), R (Basic)
Software: ArcGIS, ArcGIS Pro, ArcGIS Online, Adobe Creative Cloud SQL Server, Salesforce, SPSS, Atom, Leaflet. Mapbox, GeoDa, QGIS, Google Earth Engine, Carto, Adobe PhotoShop, Terrset (IDRISI), TerrSet Land Change Modeler, TerrSet Habitat Modeler, Jupyter Notebook
Spoken Languages: English, Spanish (native or bilingual proficiency), Korean (conversational)

Relevant Experience

Desktop Product Readiness Lead, Esri – *Redlands, CA* November 2022-present
Support Services for Desktop

- Built an entire supplemental 4-week training program and training materials for the ArcGIS Desktop Support Services team within a 4-month span.
- Led team of Subject Matter Experts in knowledge transfers on the latest industry standard software for Python, Remote Sensing, Geoprocessing, and Data Management.
- Expedited the onboarding of the Esri European Support Center by 2 weeks, leading to an increased offshore support team and prioritizing the business need.
- Created content and developed training plans with Adobe Creative Cloud and Trailhead Learning Platform.

Desktop Analyst, Esri – *Redlands, CA* August 2021-November 2022
Support Services for Desktop

- 4.7/5 CSAT score Customer Satisfaction Analysis, obtained through algorithmic induced surveys to ArcGIS users and patrons.
- 95% SPEC adherence for 4 hour/day tech support shifts, earning the top two highest adherence on the Desktop team.
- 18 Case Collaborations in the months of February, March and April and placed as Top Collaborator in Esri Support Services.
- Technical article internally written and published: “Insight into the Regularization methods of the Presence-only Prediction (Maxent) tool”.
- Identified issues and log software defects regarding the following: ArcGIS Pro, ArcGIS for Desktop, ArcGIS Enterprise, and Database Management Systems such as SQL Server, Postgres and Oracle.
- Extracted and classified NASA ARD Landsat 8 imagery to demonstrate heat patterns and ArcGIS API for JavaScript, HTML, and CSS to build a web application, placed 1st place and “Most Creative” in Esri’s Weekend of Innovation.

Desktop Analyst Intern, Esri – *Redlands, CA* May-August 2021
Support Services for Desktop

- Offered technical knowledge transfer presentations to the ArcGIS, Desktop and Enterprise teams at Esri Technical Support.
- Assisted on a project that guided analysts through provisioning a Linux virtualization, downloading/installing the Kubernetes and OpenShift cluster software packages, creating a new project in OpenShift, and deploying the ArcGIS Enterprise software to the created namespace.

Remote Sensing Research Assistant, Clark Labs/IDRISI - *Worcester, MA* May 2019-May 2021
Global Landcover Prediction and Natural Landcover Vulnerability Mapping for 2050; *funded by Esri*

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- Evaluated over 10 GIS datasets from government, academic, and private databases based on the data's geographic coverage and potential relation to natural landscape loss for use in empirical, machine learning-based models.
- Utilized Terrset's Land Change Modeler and the MLP neural network algorithm to model natural landscape loss to agricultural expansion and urbanization and predict landcover in 2050 at a continental and individual country scale.

Aquaculture and Coastal Habitat Mapping; *funded by the Gordon and Betty Moore Foundation*

- Downloaded Tier 1 & 2 Landsat 7 and Landsat 8 imagery from USGS EarthExplorer and georeferenced Tier 2 imagery when cloud-free Tier 1 imagery was unavailable to develop climate solutions and a deep learning application.
- Followed a strict remote sensing protocol and conducted supervised classification using machine learning techniques, including MLP neural networks and Mahalanobis Distance, to identify key landcover types including aquaculture ponds, mangrove forests, and wetland.

Presentations

Esri Weekend of Innovation August 2021
HEATVIS web application: 1st Place winner and "Most Creative"

Climate and Land Use Alliance May 2020
"Tren Maya" and it's Home: An Analysis of Land Change in the Southern Yucatán

Plum Island Ecosystem All Scientists Meeting February 2019
Land Change Extrapolation for Virginia Coast Reserve with TerrSet's Land Change Modeler
PIEMAS2020

Clark Labs November 2019
Coastal Habitat Mapping: Mangrove and Pond Aquaculture

HERO Stakeholder Summit and United States Department of Agriculture June and October 2018
Greening the Gateway Cities