



CATHERINE CROOK

GIS PROFESSIONAL / PROGRAM MANAGER

ANAL AL
STRATEGIC
LEADERSHIP

4crookca@gmail.com
253-341-7397
Federal Way, WA

SKILLS

GIS Enterprise
Project Planning
Accountability
Trainer/Instructor
Communication
Solutions Oriented
Budget Focused

CAREER HIGHLIGHTS

GIS Management: successfully mentored over 20 dynamic GIS Analysts throughout WA

Projects: deployed many GIS applications that are still in use.

EDUCATION

**Masters of Science
Geospatial Technologies**
University of Washington
Environmental Science
University of Washington
GIS Certification
University of Washington

[Department of Urban Studies](#)
GIS Classes
University of California Davis
[Center for Watershed Sciences](#)

Professional Profile

Experienced and results-driven spatial intelligence professional with over 18 years of expertise in GIS. Proven track record of effectively collaborating with government and commercial entities. Skilled in managing GIS enterprises, leading programs. Seeking a dynamic opportunity in spatial intelligence and analytics to drive significant ROI and enhance infrastructure in diverse organizational settings.

Experience

Hexvarium/Quanta Services - Remote
Senior Program Manager, Jan 2023 - Present

Recruited by CEO of Startup Hexvarium to create and manage strategic implementation of telecom analytics application HexMAPP. Worked to transition to Quanta Services after they acquired the intellectual IP and HexMAPP application.

- Achieved 80% increase in client satisfaction through on-time, budget-conscious project delivery.
 - Drove 15% reduction in project timelines and enhanced operational efficiency through strategic initiatives.
 - Cultivated stakeholder relationships to ensure alignment and successful project outcomes.
 - Managed diverse project portfolio, overseeing resource allocation risk management, and reporting.
 - Directed spatial analytics projects optimizing fiber routing and maximizing ROI.
 - Collaborated cross-functionally to define project objectives and requirements.
 - Utilized advanced analytics tools to identify process improvement and cost reduction opportunities.
 - Developed strategic initiatives improving efficiency and effectiveness of fiber network planning and deployment.
 - Facilitated cross-functional coordination and provided regular updates to C-Suite and stakeholders.
 - Mentored junior team members to support their professional growth and development.
- Seattle University - Seattle, WA
Adjunct GIS Professor Jan 2023 - Present
- Instructed both Introductory and Intermediate GIS courses, providing comprehensive education fundamental concepts and advanced techniques.
 - Developed engaging course materials and assignments, fostering student understanding and practical application of GIS principles.

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GIS Professional/Program Manager

COLLABRATIVE
MENTORSHIP
RESILIENT

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Federal Way, WA

Technical Skills

Operating Systems:

Windows, IOS

Programming:

SQL, JavaScript/HTML, Python

GIS:

Esri ArcPro, including License Manager, ArcGIS Online, ArcGIS Server, ArcGIS API JavaScript, Esri Field App, Experience Builder, Dashboard QGIS, Google Earth KML

Web Mapping:

Esri, Google, Mapbox

Web Servers:

ArcGIS Server

Versioning Systems:

Subversion

GPS Hardware

Garmin, Magellan, Trimble

Interpersonal Skills

Stakeholder Relations
Team Coordination
Workflow Delegation
Adaptability
Conflict Resolution
Cultural Competence
Trustworthiness
Problem Solving
Negotiation

Experience

City of Kent - Kent, WA

Enterprise GIS Manager, Jun 2020 - Jan 2023

Promoted from GIS Supervisor to GIS Manager into IT Dept so that the city could deploy enterprise GIS system. Role was created so that this implementation could allow all departments within the city organization to use and deploy GIS for their own individual needs. Had a team of a total of 8 analysts throughout each department to help the 6th largest city in WA deploy GIS services.

- Established cohesive GIS enterprise system, enhancing productivity and profitability.
- Stayed current with evolving Federal and State standards for GIS and developed policies and procedures to ensure compliance in all applications.
- Provided GIS and mapping support services to desktop and all Esri systems.
- Oversaw the GIS component of all major citywide software replacements.
- Presented GIS needs and contract proposals to City Council.
- Vicechair of Sound to Summit GIS Committee representing City of Kent.

City of Kent - Kent, WA

GIS Supervisor, April 2017 - 2020

Hired to replace GIS Supervisor who retired and Public Works Dept needed city wide GIS system to be updated and data to be audited. Developed a strategic plan to bolster city's GIS needs and work on budget to help support the GIS system.

- Optimized GIS Team efficiency and productivity by hiring new staff
- Improved workflow efficiency and implemented new GIS servers.
- Facilitated communication between departments and project managers
- Implemented a robust GIS Intern Program accounting for 12 new GIS professionals upon completion of program.

EMPLOYMENT HISTORY

- Hexvarium/Quanta Senior Program Manager Tacoma, WA 2023-Present
- City of Kent, Enterprise GIS Manager, Kent, WA 2020-2023
- City of Kent, GIS Supervisor, Kent, WA 2017-2020
- Reef Arabia, GIS Manager, Kingdom of Bahrain, 2011-2017
- Port of Tacoma, GIS Supervisor Tacoma, WA 2009-2011
- City of Maple Valley, GIS Analyst, Maple Valley, WA 2007-2009
- University of Washington, GIS Lecturer, Tacoma, WA 2008-2011
- Town of Eatonville, GIS Specialist, Eatonville, WA 2006-2007