

# SARAH HANSON

shanson@esri.com

*Skilled in data management, technical writing, Python and ArcGIS Enterprise and Desktop software, Sarah enjoys the challenge of communicating technical information with non-technical audiences through training and facilitation.*

## PROFESSIONAL EXPERIENCE

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### **Environmental Systems Research Institute (ESRI)**

*GIS Instructor*

**Broomfield, CO**

*December 2019 – Present*

- Teach ArcGIS Enterprise and ArcGIS Pro workflow courses both online as well as in person
- Deliver Massive Open Online Courses (MOOC) to audiences exceeding 5000 persons
- Serve as a GIS resource to student post-class, via email and telephone
- Assist with testing new releases of Esri software

### **ESRI Australia**

*ArcGIS Enterprise Technical Support Analyst and Training Consultant*

**Melbourne, VIC**

*November 2018 – October 2019*

- Provided technical support to customers for the entire ArcGIS platform, with a specialty in ArcGIS Enterprise
- Taught training courses on workflows using ArcGIS Pro, ArcGIS Desktop, and ArcGIS Online
- Conducted floor walking sessions with key clients to advise on their GIS workflows
- Authored process-based documentation for support and client service teams
- Ran the technical support booth at the 2018 and 2019 OZRI User Conferences

### **Environmental Systems Research Institute (ESRI)**

*ArcGIS Technical Support Analyst*

**Charlotte, NC**

*September 2017 – November 2018*

- Analyzed, diagnosed and resolved customer issues with the software
- Performed fast research and problem solving while documenting accurately
- Effectively communicated with customers via email and phone
- Installed and configured software systems for troubleshooting
- Logged defects and contributed to the internal knowledge base
- Organized volunteer projects for the Team Building Taskforce

### **Center for Biodiversity, Temple University**

*GIS Technician & Time Tree Database Specialist*

**Philadelphia, PA**

*May 2012 – August 2017*

- Mapped polygon range maps for 1,200+ species for the IUCN Red List using ArcGIS Desktop software
- Constructed a PostgreSQL database for the Center to integrate Caribbean herps data
- Created topographic maps of Haitian biodiversity hotspots for use in the field and publication
- Served as GIS Technician at an IUCN Red List workshop (July 2015)
- Assisted Professor Dr. Hedges in three herpetological research expeditions to Haiti
- Lead data curation efforts for the Time Tree database (timetree.org)
- Managed two undergraduate students working on the Time Tree project

- Assisted Dr. Erica Smithwick with ecological field work in South Africa (2011, 2012 & 2016)
- Managed a team of students and delineated, surveyed, and measured research plots
- Surveyed Dwesa-Cwebe Nature Reserve for an invasive shrub using Trimble GPS
- Presented research findings at two national science conferences

## EDUCATION

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**Temple University**

Graduate Certificate in Geographic Information Systems, *Completed May 2017*

**Philadelphia, PA**

**Temple University**

Master of Science in Globalization and Development Communication, *Completed December 2016*

**Philadelphia, PA**

**Pennsylvania State University**

Bachelor of Science in Geography, *Completed May 2013*

Minor in Geographic Information Science (GIS)

Minor in Science, Society, and Environment of Africa

**University Park, PA**

## CERTIFICATIONS

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CompTIA CTT+ Virtual Classroom Trainer

ArcGIS Online Administration Specialty 19-001

CompTIA CTT+ Classroom Trainer

ArcGIS Enterprise Administration 10.5

ArcGIS Desktop Professional 10.5

**December 2019**

**March 2019**

**April 2019**

**August 2018**

**October 2018**

## PUBLICATIONS AND AWARDS

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Hedges SB, Powell R, Henderson RW, **Hanson S**, and Murphy JC. 2019. Definition of the Caribbean Islands biogeographic region, with checklist and recommendations for standardized common names of amphibians and reptiles, *Caribbean Herpetology*, 67, 1-53 (28 May 2019).

**Hanson, S**. "Haiti: A World to Save." Cover photo feature, *Terre Sauvage*. January 2014.

Geography Alumni Scholars Outstanding Student Award - May 2013.

Effectively Communicating Science to the Public, Writing Competition, 2nd Place (2012-2013).

## PROFESSIONAL PRESENTATIONS

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**ESRI Australia**

Webinar: [Optimizing Web Map Performance](#).

**June 2019**

**American Association of Geographers**

Poster Presentation: Spatial Distribution of Invasive Guava (*Psidium guajava*).

**April 2013**

**Ecological Society of America**

Poster Presentation: Spatial Distribution of Invasive Guava (*Psidium guajava*).

**August 2012**