

Cleo Young

Minneapolis, MN
503-410-6573
cleorose@gmail.com
www.linkedin.com/in/cleoyoung/

B.A. from Macalester College, Saint Paul, MN, May 2017
Political Science Major, Media and Cultural Studies Minor
M.S. from University of Minnesota, Minneapolis, MN, Spring 2026
Master of Geographic Information Science, Natural Resources Science Minor

KEY GIS SKILLS

- Graduate level coursework in core principles of GIS and natural resources science and management
 - Experience with Python scripting, Git version control, relational databases, and metadata standards
 - Class work using ArcGIS Pro to create and edit geodatabases, features classes, and raster data
 - Experience publishing and presenting data with ArcGIS Online, ArcGIS StoryMaps, and GitHub pages
 - Class work with GNSS/GPS equipment, remote sensing, and UAVs (FAA drone cert. in progress)
 - Experience leading a team of 7 as project manager; we mapped all traffic signs on campus using Field Maps, published our data to ArcGIS Online, and provided a final file geodatabase to UMN's GIS team
-

WORK EXPERIENCE

MNIT GIS Team, Minnesota Department of Natural Resources - St. Paul, MN

Student GIS Technician, May 2025 - present

- Managed and created geospatial data, metadata, and processes in Enterprise Portal for ArcGIS
- Assisted with data migration tasks in support of the transition to Microsoft Azure cloud platforms

John R. Borchert Map Library, UMN - Minneapolis, MN

Geospatial Metadata Technician (Graduate Research Assistant), August 2024 - present

- Maintained and added to the BTAA Geoportal (geo.btaa.org), an open-source index designed to improve the findability of geospatial datasets hosted by a wide variety of agencies and institutions
- Ran and debugged Python scripts in Jupyter Notebooks to harvest metadata from source site APIs
- Tested and documented processes and new tools, including a browser-based georeferencing plugin

Project for Pride in Living - Minneapolis, MN

Technical Support Specialist, September 2023 - August 2024

- Provided IT support and systems administration for 250 staff in a hybrid workplace with 30+ locations
- Developed and documented workflows for asset inventory tracking and data/access management
- Configured a SharePoint Online environment to meet the organization's data collaboration needs
- Led end user trainings and created effective documentation for users, technicians, and org leadership

University of Minnesota Office of Information Technology - Minneapolis, MN

Service Desk Consultant, Tier 2 Flex Team, August 2022- September 2023

- Provided technical support for University users; created & revised high-use technical documentation
- Collected and analyzed data to improve the IT Support AI Chatbot as part of a scaled Agile team

Minneapolis College of Art and Design - Minneapolis, MN

Help Desk Specialist, Sept. 2017 - Nov. 2019; Lead Help Desk Specialist, Nov. 2019 - August 2022

- Provided IT support and asset management for an academic community of several thousand users
-

OTHER EXPERIENCE

- Master Gardener Intern with knowledge of plant physiology, native plant/tree IDs, and pollinators
- Lead coordinator of Hub of Heaven community garden in Seward: hubofheaven.wordpress.com
- Participated in the UMN Women in Technology Mentorship Program as both a mentor and mentee
- Served on the Board of Directors of the non-profit Free Geek Twin Cities from 2020-2021; designed sustainable e-waste recycling processes to comply with state environmental regulations