PERSONAL INFORMATION

Marlon Andrés Ramos Juliao



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Nationality Colombian

BIO

Physicist and Geoscientist with a strong foundation in programming and spatial data analysis; with experience at Esri Colombia in developing ArcGIS-based tools and geospatial workflows. My goal is to deepen my skills in data science, geoinformatics and policy analysis through personal development and studies to solve complex problems, create solutions and take decisions with social and environmental impact.

RELEVANT WORK EXPERIENCE

from December 2024 – to August 2026

GIS Support Analyst Level I

Esri Colombia – Bogotá DC, Colombia | Esri Colombia

- Delivered technical support across ArcGIS Pro, Enterprise and Online technologies, managing 600+ support cases with 95%+ satisfaction rate.
- Transitioned to the Enterprise Core team (nov 2025 – Present), specializing exclusively in ArcGIS Enterprise, Esri's most technically demanding product line, handling advanced administration, infrastructure, diagnosing and resolving complex issues through SQL against enterprise geodatabases, log analysis, data validation, and service migrations and deployment cases for internationals clients.
- Reduced case resolution time by 45% through reusable templates and automation.

from January 2024 – to December 2024

GIS Professional Junior

Esri Colombia – Bogotá DC, Colombia | Esri Colombia

- Developed ArcGIS-based solutions supporting public policy decisions, energy transition strategies, and community engagement with geospatial technologies in Colombia.
- Led the *Delfos project on violence in Colombia*, managing dashboards, repositories, and data integration.
- Contributed to *Colombia and its Complexities* (2nd Ed.) book, producing maps and data visualizations for national heritage analysis.

from August 2021 – to December 2023

Teaching assistant – Geosciences and Physics

Universidad de los Andes – Bogotá DC, Colombia | Universidad de los Andes – Colombia

- Supported courses in Remote Sensing, GNSS, Seismology, geology and tutoring for Physics I & II and Modern Physics; led review sessions and helped clarify core concepts.

EDUCATION

Sep 2026 – expected 2028

MSc GeoInformation Science and Earth Observation Specialization GeoAI

ITC, University of Twente – Enschede, Netherlands

from 2019 to 2024

BSc in Physics and BSc in Geosciences (Double degree)

Universidad de los Andes – Bogotá DC, Colombia

from 2024 to Present

+100 GIS and Remote Sensing courses

Esri Colombia – Bogotá DC, Colombia

november 2025

Project management under PMI standards Diploma

Escuela Superior de Administración Pública (ESAP) – Bogotá DC, Colombia

from September 2025 to December 2025

GIS, Mapping, and Spatial Analysis Specialization

University of Toronto - Coursera

from June 2025 to August 2025

Climate Change and Biodiversity: Opportunities and Challenges for Latin America and the Caribbean

Development Bank of Latin America and the Caribbean (CAF)

from June 2025 to July 2025 **Introducing Generative AI with AWS & AWS Educate Machine Learning Foundations**

Amazon Web Services (AWS) and Udacity

from April 2025 to July 2025 **Forward Program**

McKinsey.org

from June 2024 to July 2024 **Public Policy in Earth Sciences Diploma**

Escuela Superior de Administración Pública (ESAP) – Bogotá DC, Colombia

PERSONAL SKILLS

Communication skills

Able to connect technical knowledge with community. Experienced in guiding non-technical audiences to understand geospatial information through maps, stories, and visual tools with experience presenting at Esri Colombia Users Conference, GIS Day and UNAL Energy Transition Week. Skilled in collaborative environments and communicate insights to decision-makers and community developed through positions at Esri Colombia and Universidad de los Andes.

Organisational/managerial skills

Leadership and coordination skills demonstrated through cross-sector projects involving public institutions, academia, and private companies. Experience managing interdisciplinary teams, making ArcGIS-based solutions and strong project management capabilities under tight deadlines.

Job-related skills

Strong analytical and problem-solving abilities from physics applied to GIS and remote sensing. Experienced in developing geospatial workflows for policy analysis, energy transition, and citizen engagement. Skilled in automating data processes, optimizing map services, deploying applications and diagnosing and resolving complex technical issues for end users.

Digital competence

ArcGIS Pro Associate 2025 Certification

GIS Platforms: ArcGIS Pro, ArcGIS Online, ArcGIS Enterprise – Advanced (daily use at Esri).

Programming & Data: Python, Java, C#, SQL, MATLAB, Bash, LaTeX – Intermediate to advanced; used for analysis automation and dashboards.

Remote Sensing Tools: QGIS, SEISAN, SAC, Oasis Montaj – Basic to intermediate; used at university.

Data Visualization & Development: ArcGIS Dashboards, Experience Builder, Unity 3D Scenes – Advanced; created interactive geospatial apps for education and professional projects.

Other skills

Trained in structured thinking and adaptive problem-solving through the McKinsey Forward Program, and strengthened knowledge in climate resilience, biodiversity, and AI-driven innovation via CAF and AWS Educate. Experienced in teaching and mentoring through academic and professional roles.

ADDITIONAL INFORMATION

Publications
Honours and awards

Academic work and Publications: *(Undergraduate theses originally written in Spanish).*

Ramos Juliao, Marlon. (2024). *Automatic mapping of lineament density and its effectiveness for mineral exploration in the Santa Isabel–Líbano area (Tolima, Colombia).* Universidad de los Andes. Available at: https://hdl.handle.net/1992/73233

Ramos Juliao, Marlon. (2024). *Study of the infrared spectrum of the star Sheliak.* Universidad de los Andes. Available at: https://hdl.handle.net/1992/73251

Poster: *Remote Sensing using ArcGIS for White Hydrogen Reservoir Detection: Case Study of the Ginebra Ophiolitic Complex*. Presented at the **EAGE Global Energy Transition Conference**, Rotterdam, 2024.

Presentation: *Developing AR Geospatial Applications with ArcGIS Maps SDK for Unity: Transforming Historical Tourism*. Presented at the **Esri Colombia Users Conference**, Bogotá, 2024.

Honours and awards:

Semester Distinction of Excellence -- Universidad de los Andes (2024).

Student Leadership Distinction -- Universidad de los Andes (2022).

Volunteering:

GET 2024 (EAGE Global Energy Transition Conference) -- Volunteer (Rotterdam, Netherlands): assisted logistics and international delegates.

Active 20-30 Club (2017-2018): Community service in youth education and recreation.