# Denzel Smith

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## Experience

**UVeye** *(Automated vehicle inspection system)*  *Remote (100% travel)*
*HW Support Engineer - Tier II*  *April 2024 – Present*

*Provided comprehensive hardware support, resolving network and hardware issues, traveling extensively to client sites, and ensuring timely, accurate solutions for customers.*

- Provided prompt and accurate feedback to customers, ensuring all issues were properly logged.
- Prioritized and managed several open issues at one time, preparing accurate and timely reports.
- Documented technical knowledge in the form of notes and manuals.
- Leveraged hands-on experience in support, troubleshooting, and diagnostics of multidisciplinary systems.
- Utilized Linux expertise and familiarity with remote desktop applications and help desk software (e.g. Monday, Freshdesk).
- Took ownership of customer issues reported, seeing problems through to resolution.
- Researched, diagnosed, and identified solutions to resolve hardware and software issues.
- Traveled to customer sites (>90%), replacing hardware modules, and validating system functionality to specifications.

**Phantom Auto** *(Logistics, robotics, Linux and support)*  *Chicago, IL (hybrid)*
*Robotics Support Engineer*  *August 2023 –March 2024*

*Provide technical engineering support for dozens of field specialists, operators, and other team members. Developed bot to automate Slack support channel for swift triage and processing.*

- Deployed 10+ remotely operated forklift vehicles at half a dozen logistics sites across the US.
- Deployed localization efforts in the field for a mini-map of facilities.
- 24/7 on-call support for 30+ field vehicles with daily agile standup meetings.
- Implemented dozens of vehicle updates for security, safety, and improvements.
- Developed a Python & Javascript bot on Slack to improve efficiencies by automating Jira processes.
- Leverage Linux expertise to troubleshoot and diagnose issues remotely and in the field.
- Analyze vehicle schematics to diagnose and repair dozens of hardware issues each week.
- Performed RCA on more prudent issues.
- Surveyed new facilities and developed reports based on results and data.

**Motorola Solutions** *(Video equipment, telecommunications equipment, software systems and services)*  *Chicago, IL*
*Video Systems Engineer*  *December 2021 – August 2023*

*Planning, design, and overview of 50+ locations for video systems in the city of Chicago. Oversight on installations with contractors and meeting with customers to go over design wants and needs.*

- Design and implement camera, power, and backhaul solutions for surveillance systems within the city of Chicago.
- Oversee installs and adapt to overcome any potential issues.
- Develop site design drawings for customers and contractors using Microsoft Visio.
- Program and stage necessary video, radio, PC and other necessary equipment for each site.
- Build multiple Genetec systems from scratch for a mobile LPR project.

**Interstates** *(Electrical engineering and construction services)*  *Sioux Falls, SD*
*Technology Analyst*  *June 2020 – June 2021*

*Developed proofs of concept for 50+ use cases including Augmented Reality, Virtual Reality, hardware and server installations, software installations, VM security projects, automation platforms, and voice assistants.*

- Led the research and evaluation of emerging technologies as part of the initiative to bring improvements to automation.
- Drafted case studies articulating the trade-offs between cutting-edge technologies and software automation solutions.
- Introduced applicable findings that prioritized solutions with value propositions that aligned with team's internal needs.
- Continuously recommended technology solutions and analysis to senior leaders through written essays and PowerPoint.
- Developed accurate and appropriate proofs of concept solutions around some of these new and emerging technologies.

## Education

**Texas Tech University**  *Lubbock, Texas*
*Bachelor of Science in Computer Engineering*

## Additional Qualifications

**Programming Languages**: PowerShell, Perl, Bash, Python, C/C++, MATLAB
**Technology:** Wireshark, WinSCP, Microsoft Office, Linux, MacOS, Visio, Active Directory, Windows Server, Google Earth, Putty, Axis, Genetec, Avigilon, G-Suite, Jira, Slack, Confluence, Klogg, Freshdesk, Monday