

# Denzel Smith

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## Experience

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### **Phantom Auto** (*Logistics, robotics, Linux and support*)

*Customer Success Support Engineer*

*Chicago, IL (hybrid)*

*August 2023 – Present*

*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 ten remotely operated forklift vehicles at half a dozen logistics sites across the US. Deployed 2+ 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 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.

### **Motorola Solutions** (*Video equipment, telecommunications equipment, software systems and services*)

*Video Systems Engineer*

*Chicago, IL*

*December 2021 – Present*

*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*)

*Technology Analyst*

*Sioux Falls, SD*

*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.

### **Texas Tech University Health Sciences Center** (*Medical school*)

*Enterprise Network Engineer I*

*Lubbock, Texas*

*January 2020 – May 2020*

*Leveraged network diagramming software to develop multiple network topologies and diagrams of TTU Health Sciences Center's entire enterprise network infrastructure comprising of hundreds of Layer 2 and Layer 3 connections.*

- Singlehandedly developed Layer 3 diagrams of enterprise network WAN and LAN infrastructures across multiple cities.
- Facilitated the administration and maintenance of dozens of enterprise network equipment and communication servers.
- Ensured appropriate and up-to-date documentation of physical interfaces to improve the efficiency of troubleshooting.
- Provided support for the operation of enterprise-level technology used by enterprise-wide systems and infrastructure.

### **Texas Instruments** (*Semiconductor manufacturing company*)

*Product Marketing Engineer*

*Houston, Texas*

*May 2019 – August 2019*

*Conducted global market studies in telecom and server power as it pertains to TI's leading MCU, C2000, to identify market trends, potential customers, and strategic priorities for the company.*

- Worked closely with systems and applications teams to evaluate product development and market development needs.
- Instrumental in increasing overall sales after developing key value proposition training documents for the sales channel.

## Education

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### **Texas Tech University**

*Bachelor of Science in Computer Engineering*

*Lubbock, Texas*

*Graduation Date: Spring 2020*

### **Projects**

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**Home Automation with Facial Recognition:** Designed and built a model room with six devices controlled solely by facial gestures programmed in MATLAB, using a Beaglebone Black for hardware control, and using LabVIEW for real-time current, voltage, and power monitoring uploaded to the web (January 2018 – May 2018).

### **Additional Qualifications**

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**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