

# Ronald J. Schmidt

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## experience

### Cruise

Senior Operations Coordinator | San Francisco, CA

March 2023 - Current

- Supporting continued fleet growth in San Francisco
- Subject matter expert for counterparts in expansion cities
- Case lead for high-profile incidents to minimize enterprise risk and aid in root cause investigation

Field Support Coordinator | San Francisco, CA

October 2021 - March 2023

- Triage and dispatch of field support team to assist public riders to reach their destination and unblock driverless fleet to return autonomous vehicles to service in a safe and efficient manner
- Cross-functional development support of internal tools used to monitor and interact with driverless fleet
- Process review and development as driverless service grows in the San Francisco market
- Oversaw a 3x growth in managed team during the first half of 2022 and two service time expansions
- Lead continued process improvement to facilitate quicker on-road deployment and minimize lost materials

Operations Specialist II, Night Shift | San Francisco, CA

March 2021 - October 2021

- Responsible for nightly pre-deployment preparation including confirming available staff, reviewing procedural updates and communicating to AVTO's, allocating vehicles and assignments to ensure coverage for priority missions
- Meeting with a subset of AVTO's on a regular cadence to review their Cruise Operator Metrics and offer suggestions for improvement while communicating kudos for meeting or exceeding set goals and expectations
- Ensure the next shift success by confirming vehicles are on the correct release, have a high charge, and the necessary operational tools are in good working order and available

### Voyage

Implementation Specialist | Palo Alto, CA

January 2020 - March 2021

- Developed a training program for Operations Specialists to aid in consistent output for new hires and current staff
- Compliance checks for vehicle check-out and check-in procedure & corrected operator behavior when needed
- Created procedures, best practices, and tracking for over 250 successful meal deliveries at The Villages San Jose
- Creation and training of COVID-19 policies and procedures to resume testing safely during pandemic
- Created training material for incident response procedures as well as kept physical and digital documentation current
- Facilitated ongoing training and skill checks for public relations and incident response procedures
- Created a more concise and complete documentation process to move knowledge from tribal to formal
- Created and maintained inventory for all field and office testing hardware
- Purchasing and transportation logistics during development of next generation vehicle platform

Vehicle Operations Specialist | The Villages, FL

October 2018 - January 2020

- Expanded operations into central Florida retirement community in addition to assisting with testing in San Jose, CA
- Planned, executed, and debriefed multiple investor demonstrations of autonomous vehicle capabilities
- Participated in interview process and provided feedback via Lever platform
- Safely operated autonomous vehicle during testing & commuting on private & public roads including passenger rides
- Troubleshoot software errors and communicated vehicle status to an engineering team at California headquarters
- Developed safety protocols and best practices, vehicle readiness logs, and public appearance procedure
- Contributed to the root cause determination of daily field feedback during triage process, including identifying trends across software updates and between active deployments

**Uber Advanced Technologies Group** | Pittsburgh, PA

September 2017 - August 2018

Development Vehicle Operator

- Ensure fleet vehicle readiness including vehicle inspection, mission specific software and hardware installation
- Effectively communicate development vehicle performance to engineers and management
- Explain technology to the public when they are passengers during self-driving trips
- Actively troubleshoot with support staff for vehicle, software, and hardware issues

*experience* continued

**Growhouse Real Estate** | Pittsburgh, PA

2016 - 2020

Operations

- Negotiated debris removal rates during demolition phases and dumpster prices for occupied properties
- Scheduled utility upgrades, inspections, and handled monthly billing responsibilities
- Tracked budget for each property in portfolio and alerted partners to potential overages from projections
- Documentation of purchased commercial and residential properties at time of sale
- Property maintenance and security point of contact

**Banker Supply Co** | Pittsburgh, PA

December 2015 - August 2017

Business Development Manager

- Helped store expand into second location in Los Angeles, CA & managed Pittsburgh day-to-day retail operations
- Crisis management for store theft incidents and customer complaints
- Created inventory and product management system for retail stores and webstore
- Fulfilled hundreds of online orders including picking, packing, shipping, and adjusting inventory
- Attended and sponsored community events to support local organizations
- Created original photo and video content for website and social media

*education + certifications*

**Project Management Institute** 2023

Project Management Professional

**Six Sigma Society** 2023

Lean Six Sigma White Belt Certification

**Robert Morris University** 2005-2009

Bachelor of Arts in Communication

*technical skills*

- Adobe Creative Suite
- Confluence Corporate Wiki
- Google Workspace
- Jira Project Tracking
- Looker Analytics Platform
- Microsoft Office
- Slack Communication Platform
- Windows, Linux, Mac OS