

Ronald J. Schmidt

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experience

Cruise | San Francisco, CA

Senior Operations Coordinator

March 2023 - February 2024

- Continued fleet growth support in San Francisco, including 20x growth in daytime driverless deployment
- Remote and on-site subject matter expert for counterparts in expansion cities during fleet and team growth
- Case lead for dozens of high-profile incidents to minimize enterprise risk and aid in root cause investigation

Field Support Coordinator

October 2021 - March 2023

- Triage and dispatch of field support team to assist public riders to reach destinations and unblock driverless fleet to return autonomous vehicles to service in a safe and efficient manner
- Collaborate cross-functionally on development of internal tools used to monitor and interact with driverless fleet
- Process review and development as driverless service grows in the San Francisco market and internationally
- Oversaw a 3x growth in managed team during 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

March 2021 - October 2021

- Initiated nightly pre-deployment preparation including confirming available staff, reviewing procedural updates and communicating to vehicle operators, allocating vehicles and assignments to ensure coverage for priority missions
- Meeting with a subset of vehicle operators on a regular cadence to review personalized metrics and offer suggestions for improvement and kudos for meeting or exceeding set goals and expectations
- Ensure next shift success by confirming vehicles are have the correct release, are high charge, and 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
- Built procedures, best practices, and tracking for over 250 meal deliveries at The Villages San Jose
- Generated COVID-19 policies and procedures for operations to resume testing safely during pandemic
- Formed 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
- Crafted a more concise and complete documentation process to move knowledge from tribal to formal
- Constructed 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
- Conducted interviews across departments 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
- Identified trends for engineering triage from collected daily autonomous performance field feedback

Uber Advanced Technologies Group | Pittsburgh, PA

September 2017 - August 2018

Development Vehicle Operator

- Ensured fleet vehicle readiness including vehicle inspection, mission specific software and hardware installation
- Communicated development vehicle performance to engineers and management
- Explained technology to public passengers during self-driving trips
- 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
- Documented 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

- Directed growth through second location expansion into Los Angeles, CA & managed Pittsburgh retail operations
- Crisis management for store theft incidents, customer complaints, and order fulfillment issues
- Constructed inventory and product management system for retail stores and webstore
- Fulfilled hundreds of online orders including picking, packing, shipping, and adjusting inventory
- Volunteered at monthly sponsored community events to support local organizations
- Captured original photo and video content for store website and social media use

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