

Ronald J. Schmidt

experience

Motional | Pittsburgh, PA

AV Test Operator

September 2024 – Current

- Executed testing of Level 4 autonomous vehicles, escalating software and hardware issues to engineering teams.
- Provided structured feedback to improve autonomy performance and operational safety.

Latitude AI | Pittsburgh, PA

AVS Test Specialist I

March 2024 – August 2024

- Collected data and documented system behavior for Ford BlueCruise, NextGen and L3 driving platforms.
- Coordinated vehicle transport to support nationwide testing initiatives.

Cruise | San Francisco, CA

Senior Operations Coordinator

March 2023 – February 2024

- Supported 20x growth of driverless deployment by building scalable support operations and documentation.
- Managed contingent workforce, including training, coaching, and performance tracking.
- Acted as case lead for dozens of high-profile incidents, directly engaging stakeholders to mitigate enterprise risk.
- Designed improved shift handover process, reducing billable overtime while increasing knowledge continuity.
- Served as remote/on-site SME for expansion city teams, guiding successful launches and process adoption.

Field Support Coordinator

October 2021 – March 2023

- Triaged and dispatched field teams to assist public riders and return autonomous fleet vehicles to service.
- Partnered cross-functionally to develop internal tools for fleet monitoring and rider support.
- Oversaw 3x growth of managed team and expanded service hours to meet market demand.
- Led process reviews and implemented improvements to accelerate deployment readiness and minimize downtime.

Operations Specialist II, 3rd Shift

March 2021 – October 2021

- Coordinated nightly deployment readiness: staffing, fleet allocation, software verification, and tool checks.
- Conducted recurring performance reviews with operators, using data to coach improvement and recognize success.
- Ensured operational continuity by preparing vehicles, tools, and documentation for subsequent shifts.

Voyage

Implementation Specialist | Palo Alto, CA

January 2020 – March 2021

- Built training programs, process documentation, and best practices for support teams across markets.
- Maintained digital and physical documentation for incident response, ensuring compliance and consistency.
- Managed logistics for 250+ customer meal deliveries, coordinating partners and ensuring on-time fulfillment.
- Developed training materials for public relations and incident response, improving partner/customer satisfaction.

Vehicle Operations Specialist | The Villages, FL

October 2018 – January 2020

- Conducted investor demos and public rides, explaining the technology and addressing stakeholder questions.
- Provided structured feedback to engineering and operations teams to improve vehicle safety and performance.

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experience continued

continued

Uber Advanced Technologies Group | Pittsburgh, PA

Development Vehicle Operator

September 2017 - August 2018

- Prepared autonomous test vehicles, installing mission-specific software and hardware.
- Escalated software and hardware performance issues to engineering teams.
- Supported public passenger rides, communicating technology capabilities and gathering feedback.

Growhouse Real Estate | Pittsburgh, PA

Operations Manager

2016-2020

- Negotiated vendor contracts for utility upgrades, debris removal, and property maintenance.
- Monitored budgets across residential and commercial properties, alerting partners to potential overages.
- Coordinated inspections, documentation, and billing responsibilities across the property portfolio.

Banker Supply Co. | Pittsburgh, PA

Business Development Manager

December 2015 – August 2017

- Opened a second retail location in Los Angeles while managing Pittsburgh operations.
- Implemented inventory management system for in-store and online sales.
- Managed customer support escalations, theft incidents, and order fulfillment.
- Represented the company at sponsored community events and managed digital content for e-commerce growth.

education & certifications

Project Management Professional (PMP), PMI

2023

Lean Six Sigma White Belt

2023

B.A. in Communication, Robert Morris University

2009

technical skills

CRM & Support Tools: Jira, Confluence, Looker, Slack, Google Workspace, Microsoft Office

Creative & Analytics: Adobe Creative Suite

Platforms: Windows, Linux, MacOS