

Daniel K Smith

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Work Experience

City of Lawrence Municipal Services and Operations, Lawrence, KS

Field Operations Technician **September 2019 - PRESENT**

As a field operations technician my main responsibilities revolve around providing technical support for field staff. I work in conjunction with our IT department to run quality control on new devices going out into the field, as well as troubleshooting software and hardware whenever crews run into problems.

City of Lawrence Solid Waste Division, Lawrence, KS

Administrative Technician **2017 - 2019**

As one of the primary contacts for Solid Waste my day to day responsibilities can vary greatly. Most days often include providing customer service, handling billing information, managing multiple tasks at the same time, and taking the lead on any special projects that may arise. This position requires discipline, time management, task prioritization, and the ability to think on my feet.

Projects of interest have included data collection and analysis for audits, providing inventory and GIS information for rate studies, filling in for vacancies across the department, and more recently taking over cell phone activation and distribution.

Academy Cars, Lawrence, KS

Administrative Assistant **2016 - 2017**

Day to day responsibilities included answering phones, helping with inventory control and vehicle shipping, fixing company computers and printers, troubleshooting network issues, filling in for sales staff as needed, setting appointments, creating online job postings, looking through resumes, and other assignments as needed.

Education

KU Coding Boot Camp - Full Stack Development

Currently enrolled as of May 2019 - A portfolio of my work is available on my GitHub page.

BA in Political Science, Minor in Economics

University of Kansas, Lawrence, KS

2012-2016

Classes and Training

I am currently enrolled in KU's Coding boot camp, learning skills related to web development. In preparation for this I have taken course work in Python, HTML, CSS and Javascript.

Skills

Communication

- I have a great deal of customer service experience, having served as a main point of contact for both the Endowment Association and the Solid Waste work group.

IT and Tech Support

- Troubleshooting machines is a necessary part of any job these days, and I've always gravitated towards these kinds of tasks. Ensuring that my co-workers and I have the tools necessary to do our jobs is extremely important to me.

Willingness to Learn

- I'm eager to take on any role that involves learning something new. I've found that doing a good job in most tasks involves breaking a process down to its simplest parts to find out how things work.

Enthusiasm

- Customer service and programming both require a clear mind and positive attitude in order to succeed. I've found that being patient and not shying away at the first signs of frustration is something that has brought me success in my work.

