

Kindon Smith

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WORK EXPERIENCE

Google, on behalf of Accenture

Sunnyvale, CA

Developer Support Engineer, Firebase

Oct. 2022 – Present

- Oversee app developer issues with a focus on Firebase Cloud Messaging (FCM) and Google Analytics (GA) for Firebase.
 - Build developer trust by resolving problems with FCM delivery through SDK and Rest API calls.
 - Educate developers on GA implementation, data collection, and interpretation.
- Currently hold certifications as a Subject Matter Expert in FCM and GA for Firebase

Cloud Support Engineer, Stadia

Oct. 2019 – Nov 2022

- Upheld every facet of the PaaS service, acting as a intermediary between engineers and game developers.
 - Shielded engineers from technical concerns raised by clients about our API and SDK escalations, with an average deflection rate of 85%.
 - Established Stadia support's high reputation, maintaining a personal average Customer Satisfaction (CSAT) rating of 4.94/5 and a team average of 4.86/5 over three years.
- Managed an evolving case queue by optimizing task assignments and prioritizing tickets for timely and effective resolution.

Beautycon Media

Los Angeles, CA

UX Developer

June 2019 – August 2019

- Built a mobile application interface for iOS and Android platforms on a 6-week timeline.
 - Designed a front-end application with Javascript and HTML/CSS.
 - Implemented live conversion from a Wordpress web-app to the application framework.
 - Application was downloaded by over 2000 event attendees.

Savor Saber

Santa Cruz, CA

Game Systems Engineer

September 2018 – June 2019

- Built an award-winning 2D adventure JRPG, Savor Saber. Co-designed and implemented Utility based AI, Finite State Machines, and A* pathfinding in Unity with a team of 11.
- Savor Saber won multiple awards at the UCSC Games Showcase and received a \$5000 scholarship to continue development after graduation. (savorsaber.com)

EDUCATION

University of California, Santa Cruz

May, 2019

BS, Computer Science: Computer Game Design

Santa Cruz, CA

CERTIFICATIONS & SKILLS

▪ Certifications

- CodeAcademy - Building Interactive Javascript Websites
- GameDev.tv - Unreal Engine Game Developer

▪ Skills

Languages

- C#
- Javascript
- C++
- Python

Tools

- UnrealEngine 5
- Unity
- Firebase