Kindon Smith

Product Support Lead

CONTACT

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(408) 905-7790

Sunnyvale, CA

kindonsmith.me

EDUCATION

BS, Computer Science
University of California, Santa Cruz
Santa Cruz, 2019

SKILLS

- Python
- C++
- C#
- Javascript
- HLSL
- Salesforce
- Google Cloud Platform
- Triage and Troubleshooting
- Communication
- Technical Writing
- Project Management
- Unreal Engine
- Unity
- QA Testing
- AI Architecture

INTERESTS

Artificial Intelligence, Language Learning Models, Augmented Reality, Game Theory, Jiu Jitsu, Dungeons and Dragons, Coffee Roasting

EXPERIENCE

Product Support Lead - Firebase Test Lab & Firebase App Distribution

Accenture | San Jose, CA | 2024 - PRESENT

Lead and manage a team of product support specialists for Firebase App Distribution and Firebase Test Lab, orchestrating effective issue resolution, adherence to SLAs, and high customer satisfaction.

- Collaborate with Engineering and Product teams on customer feedback, providing actionable insights on new product features.
- Proactively identify product-related trends through support data analysis and performance metrics to guide product improvements and optimize customer experience.
- Facilitate regular cross-functional meetings between support, engineering, and product teams to discuss complex customer issues and ensure a smooth flow of information that enables rapid problem resolution.
- Maintain internal documentation with regular contributions to knowledge and debugging processes.

Developer Support Engineer - Firebase

Accenture | San Jose, CA | 2022 - 2024

Provide technical insights to developers through effective, quick solutions to complex problems while building long-term trust in the Firebase community.

- Apply deep knowledge of Firebase Cloud Messaging and REST API interaction for troubleshooting and optimization of messaging delivery
- Partner with product leads and engineers to provide specialized guidance in driving a 95% deflection rate over multiple years of support, while simplifying processes and improving developer success.

Cloud Support Engineer, Stadia

Accenture | Mountain View, CA | 2019 - 2022

Direct frictionless interactions between engineers and game developers, acting as a critical liaison for all technical aspects of Stadia's PaaS service.

- Shield engineering teams from client-facing API and SDK escalations by proactively addressing and deflecting technical concerns, achieving an 85% deflection rate.
- Improve the reputation of Stadia regarding support excellence, with a 4.94/5 personal average CSAT and a 4.86/5 team average over 3 years.
- Optimize case management via effective task delegation and prioritizing tickets, ensuring timely and adequate problem-solving in a fast-moving environment.

UX Developer

Beautycon Media | Los Angeles, CA | 2019 - 2019

Lead the design and development of an innovative interface for a mobile application targeting iOS and Android platforms within a 6-week timeline for BeautyconLA 2019.

- Design and develop the application front-end in JavaScript and HTML/CSS, ensuring seamless performance across both platforms.
- Lead the migration of a WordPress webpage into Progressive Web App framework.
- Drive app usage through user engagement, reaching over 4,000 downloads during the event.

Game Systems Engineer

Beautycon Media | Los Angeles, CA | 2018 - 2019

Craft an award-winning 2D adventure JRPG with a talented team of 11, implementing AI systems: Utility Curve AI, Finite State Machines, and A* pathfinding algorithms in Unity.

- Play a pivotal role in the game's success, securing multiple prestigious awards at the UCSC Games Showcase and winning a $5,000 scholarship for continued development post-graduation (savorsaber.com).