

Croilen Lorenzo

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SUMMARY

Technical Support Engineer specializing in telematics data integrity, CAN bus diagnostics, and high-visibility escalations for enterprise fleets. Establishes technical truth from raw signal and API data, separates device faults from platform defects, and quantifies fleet-scale impact — repeatedly converting single-ticket complaints into root cause analyses that changed engineering and product direction. Promoted three times across L1 and L2 support. Bilingual (English/Spanish).

SELECTED IMPACT

- Overturned a “working as expected” determination and proved a platform defect affecting 99% of a customer’s deployed devices
- Re-validated an engineering remediation the owning team had signed off on after testing a single device; found it had missed 1,528 assets and blocked a premature “resolved” to a top-100 account
- Reframed an escalation from alert tuning to data integrity, producing two code fixes that shipped platform-wide to every customer
- Turned two anecdotal reports into a 90-day automated analysis that independently reproduced the customer’s own findings at 100% overlap
- Sustained a 5.00 CSAT against a 4.4 team average while carrying the team’s most complex investigations

CORE COMPETENCIES

Diagnostics — CAN bus / J1939 / J1979 / OBD-II · ECU and telematics signal analysis · vehicle and asset gateway hardware · sensors and connected equipment · GPS and cellular connectivity

Data & Tooling — Python scripting · REST APIs · SQL / Databricks · GraphQL · fleet data reconciliation · fuel and odometer data integrity

Escalation & Delivery — root cause analysis · escalation management · cross-functional partnership with Engineering, Product, and Product Support · technical writing and enablement · customer communication and de-escalation · mentoring

Platforms — Zendesk · Jira · Salesforce

EXPERIENCE

Samsara — Remote (Miami, FL) | Dec 2021 - Present

Technical Support Engineer, L2 Hardware & Diagnostics | 2024 - Present

- Validated a P1 mileage-remediation backfill at fleet scale for a Top 100 enterprise account, reconciling pre- and post-fix data across **7,163 vehicles** where Engineering had verified a single asset. Confirmed 188,095 miles recovered and 1,528 vehicles corrected, reduced unexplained residual distance from 190,111 to 2,016 miles (0.03%), identified 18 vehicles the backfill never reached and 17 that moved backwards, and blocked a premature “fully resolved” message. Quantified the business exposure for the customer: understated distance had reported one vehicle at 8.9 MPG against a true 10.3, overstating cost-per-mile and carbon-per-mile by roughly 16%.
- Diagnosed a fleet-wide odometer aggregation defect that had been dismissed as expected behavior, proving **132 of 133 vehicles** affected in a single day with 28,636 miles unreported — a 47% shortfall. Demonstrated that gateway odometer endpoints agreed with GPS to within 1% while driving time and stop counts collapsed in parallel, isolating the failure to trip-segment aggregation rather than hardware. Identified the same signature across three additional customers, re-routed the defect to the owning engineering team, and authored the customer correction that withdrew the prior explanation. Flagged the HOS/IFTA compliance exposure before the customer raised it.
- Reframed a municipal-fleet false-idling escalation from an alert-tuning problem into a platform data-integrity problem by proving the alert logic was correct but its inputs were incomplete — engine immobilizers were cutting gateway power before engine-off could be logged. Queried gateway power-state data to surface an anomalous value that traced to a reboot edge case. **Two engineering fixes shipped as a result, one applied platform-wide to all customers.**
- Expanded two reported fuel transactions into a **90-day, fleet-wide analysis** using a self-built Python script against the raw API fuel time series, identifying 78 affected transactions across 53 vehicles with 100% overlap against the customer’s suspicious-transaction dashboard. Isolated the cause to vehicle-side ECU reporting delay by cross-checking GPS, ignition, and engine-state signals, then advanced two durable paths — OEM/dealer inspection and a product request for a configurable fuel-match window — rather than asking the customer to weaken fraud controls. Follow-on persistence analysis surfaced 8 priority vehicles and 21 recurring occurrences the customer had not identified.
- Led a four-state hotspot connectivity investigation into 30–60 second page-load stalls on a non-renewal-risk account, building an evidence ledger that separated confirmed facts from assumptions and **corrected four of the team’s own prior claims**. Ruled out carrier towers, DNS/IPv6, packet loss, weak signal, bandwidth, device management software, and single-model causes; proved via controlled phone-hotspot test that the fault followed the gateway, not the tablet. Authored the L2→Engineering handoff now serving as the case’s single source of truth.
- Identified a safety-critical installation defect on a new-model-year Class 8 tractor, using multimeter evidence to prove the immobilizer

harness was wired into multiplexed key-request lines rather than a validated starter circuit — a configuration that could block engine shutdown. Recommended the unit be taken out of service and escalated with VIN, wiring photos, and measured voltages.

- Authored the team’s packet-capture SOP and a supporting process-gap analysis that quantified weeks of cycle time lost to inconsistent evidence requests across three tickets, including one that ran two months and another that consumed 13 days and three vendors without producing a usable file.
- Sustained above-team-average throughput while carrying the team’s most complex investigations: 114 tickets solved in Q2 FY27 at a 2.4 daily solve rate against a 2.3 team average, with unhealthy tickets at 7% against a 12% team average.
- Standing escalation partner to Product Support Engineering for North American vehicle diagnostics and cabling; authored the team’s Possible Issue escalation standard and a “Next-Gen L2 Support” operating model covering structured triage, escalation contracts with Engineering, pattern review, and L1 coaching. Mentors an L1 hardware specialist on vehicle malfunction troubleshooting.

Technical Support Specialist I → III, L1 Technical Support | Dec 2021 - 2024

- Advanced from Specialist I to Specialist III on the strength of ticket quality, escalation judgment, and technical depth before moving into the L2 engineering track.
- Served as customer-facing technical resource across two beta programs — one hardware sensor, one software — leading customer feedback calls and collecting field data used in executive-level presentations.
- Owned Tier 2 and Tier 3 escalations spanning electronic logging device compliance, gateway hardware, and diagnostics, translating complex technical findings into clear guidance for non-technical fleet operators.
- Supported Spanish-speaking customers directly across multiple time zones in a high-volume phone, email, and chat environment.

Apple — Salem, NH

Technical Expert | 2016 - 2021

- Diagnosed and resolved hardware, macOS, and software failures for consumer and business customers across phone, email, chat, and in-person channels, consistently restoring service on first contact.
- Removed malware and ransomware, rebuilt compromised systems, and configured business workstation deployments; used structured test scripts to isolate root cause on ambiguous user-reported problems.

EDUCATION

University of Massachusetts Lowell — Business coursework

LANGUAGES

English · Spanish (fluent — read, write, speak)