VICTOR CRESPO RODRIGUEZ

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EDUCATION

The Australian National University   Canberra, Australia
Master of Applied Cybernetics   July 2021
School of Cybernetics
GPA 6.83/7.0

Tecnologico de Monterrey   Morelos, Mexico
Bachelor of Mechatronics Engineering   May 2014
GPA 89/100

Universite de Technologie de Compiegne   Compiegne, France
Exchange Programme   2013

PROFESSIONAL EXPERIENCE

Customer Success Engineer   2017-2020
Arcus Financial Inteligence   Mexico City, Mexico

Arcus Financial Intelligence is a financial technology start-up based in New York with presence in Latin America. As Customer Success Engineer, I was in charge of integrating new clients to the Arcus Platform, working with them once they have integrated the offered solutions to increase their utilisation, and being the single point of contact for selected clients in the Latin America and US regions. I also managed the process of upgrading clients to newer versions of the Arcus Platform, as well as providing development teams with insights and new requirements that clients needed.

Salesforce Support Engineer   2017
Resuelve Mexico   Mexico City, Mexico

I was in charge of delivering internal support for users of Salesforce, as well as administering the platform to ensure a correct utilisation of it, in a fintech start-up, helping people to develop a savings plan in order to pay their debts.

Support Engineer   2014-2016
Microsoft Mexico   Mexico City, Mexico

Support Engineer for Microsoft Dynamics solutions for Latin American Customers. Provide Technical Support, How-to, and Workshops to customers of Microsoft Dynamics CRM Online, Microsoft Dynamics CRM 2015, and Microsoft Dynamics Marketing. Part of the Microsoft Academy for College Hires (MACH).

AWARDS

3Ai Master Scholarship   2020-2021
College of Engineering and Computer Science, Australian National University

National Prize of Excellence (awarded to top students in Mexico)   2014
National Centre for the Evaluation of Higher Education – *Centro Nacional para la Evaluación de Educación Superior (CENEVAL)*

ICAC i-Relay Competition Best Project in The Americas   2014
Project conducted during an undergraduate ethics course in which we explored the issues that young people face regarding financial decisions.
Independent Commission Against Corruption Hong Kong

PROFESSIONAL ASSOCIATIONS

Internet Society (ISOC)   2015-2021
Member   Mexico Chapter

Tecnologico de Monterrey Alumni Society   2014-2018
Diversity Chapter   Mexico City
Member of the Board for 2014-2016

SKILLS AND LANGUAGES

Proficient in Python
Machine Learning and Deep Learning Frameworks (pyTorch and TensorFlow)
Microsoft Certified: Azure Fundamentals
Microsoft Certified: Azure AI Fundamentals
English: IELTS 8.0
Spanish: Native