

Victor Crespo Rodriguez

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Summary

Dynamic and creative engineer with over seven years of experience in fast-paced companies. Currently exploring data and artificial intelligence applications. Recently graduated of an innovative Masters Programme focused on guiding and accelerating into existence safe, sustainable, and responsible applications of AI-powered systems.

Education

Masters of Applied Cybernetics at The Australian National University

GPA 6.83/7 | Canberra, Australia | Graduated July 2021

Projects:

- [The State of AI: Suitability of AI Solutions for Australian Organisations](#)
- [The Power of Community: Cybernetics Analysis of the Jacka Community Battery Project](#)
- [The Power Puggle: A fun way to understand energy consumption and savings](#)

Bachelors of Mechatronics Engineering at Tecnologico de Monterrey

GPA 89/100 | Morelos, Mexico | Graduated May 2014

National Prize of Excellence

Professional Experience

Customer Success Engineer at [Arcus Financial Intelligence](#)

July 2017– January 2020 | Mexico City

Trusted product technical advisory for clients and partners of a novel fintech start-up providing innovative payment and financial data solutions.

Key responsibilities

- Manage technical relations with clients, partners, and leads.
- Provide best-in-class support for technical issues in the Arcus Platform.
- Leverage product value and generate new use-cases.

Achievements

- Managed different external stakeholders, from end-users to C-level management, including Financial Services Providers, Card Issuers, and Banks from Latin America and US.
- Integrated new clients to the Arcus Platform and managed recurrent updates for clients' solutions and provide development team with insights from clients for new features and upgrades.
- Hired as the first Arcus' Tech Support employee, created the vision, strategy, and processes for Arcus Tech and Customer Support department.

Salesforce Administrator at [Resuelve MX](#)

March 2016 – June 2017 | Mexico City

Administrator and tech support for end-users and administrator of the Salesforce platform in an innovative fintech start-up.

Key responsibilities

- Provide technical support for users of Salesforce Classic and Lightning.
- Leverage existing IT infrastructure to include CRM capabilities.
- Assist users with feature requests and provide development team with useful insights from end-users.

Achievements

- Designed, developed, and implemented data insights and dashboards for sales, ops, and finance.
- Provided training for new users to be integrated to the platform in both Salesforce Classic and Lightning.

Support Engineer at [Microsoft](#)

July 2014 – February 2016 | Mexico City

Support Engineer for Microsoft Dynamics CRM Online suite. Part of the Microsoft Academy for College Hires (MACH) for new graduates.

Key responsibilities

- Provide best-in-class technical support for clients in Latin America as well as selected customers in the US.
- Manage new releases as well as security updates for current and future versions of the suite.

Achievements

- Designed a systematic approach to provide trainings to clients of the Dynamics Online suite
- Founder member of the LGBTQ Employee Resource Group in Mexico, and the first in Latin America

Awards

3Ai Masters Scholarship 2020

Key skills

Python | Ruby on Rails | SQL Databases
Team Leadership | Stakeholder Management | Storytelling
Machine Learning and Deep Learning frameworks (pyTorch and TensorFlow)
Microsoft Certified: Azure Fundamentals
Microsoft Certified: Azure AI Fundamentals