

SIAN TURNER CRESPO

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OBJECTIVE

Seeking an Operational role which leverages my broad range of technical and organizational skills along with my knowledge of health and wellness and my passion to serve others. I have several years of experience working in technology start-up companies, am an elite endurance athlete, and am currently working towards a Master's degree in Human Nutrition and Functional Medicine.

EDUCATION

University of Western States (expected graduation 2018)

Master of Science in Human Nutrition and Functional Medicine

2015 - present

Birkbeck College, University of London, United Kingdom

Master of Science in Computer Science (Distinction)

2004 - 2005

University of Cambridge, United Kingdom

Bachelor of Arts in Natural Sciences (2:1 with Honours)

2000 - 2004

SKILLS AND ACTIVITIES

Creative and skilled at developing and building Operations and Customer Support processes and tools

Computer Programming experience: C++, VBA, Windows Installer Technologies, USB, Graphics

Expert user of Windows Operating Systems, MacOS, and Microsoft Office Applications

Website development competency using Wordpress, Wix, and Squarespace

Elite XC Mountain Bike Athlete

Elite Xterra Triathlon Athlete: 2014 & 2015 US National Xterra Age Group Champion, 2-time All-American

USA Cycling Level 3 Coach

IMBA ICP Level 1 & 2 Mountain Bike Certified Instructor

PSIA Cross Country Ski Level 1 Coach

Volunteer at the Humane Society of Truckee-Tahoe

CAREER HISTORY

Functional Nutrition Alliance

Operations & Support Specialist

2016 - present

- Initially hired as a part-time Support Team member but rapidly progressed to managing the Customer Support function
- Member of Operations Team leadership supporting a fully virtual and dynamic team in a variety of functions including IT systems, HR processes, data analysis and reporting, website maintenance

Bike Like a Girl (501(c)(3) Organization)

Co-founder and Director

2015 - present

- Co-founded an educational non-profit to use cycling as a tool to teach young girls life skills, health and wellness, STEM (science, technology, engineering, math), plus bike skills and safety.
- Provide opportunities for all to participate in our camps, clinics, and rides by building a scholarship fund to provide bikes and education to those that could not otherwise afford it

Northstar-at-Tahoe Resort, Truckee, California

Nordic Center Staff & Mountain Bike Academy Coach

2014 - 2017

- Member of the core team running the Cross-Country, Telemark and Snowshoe Center for the winter season
- In charge of daily operations, including opening and closing accounting procedures, daily interaction with and management of customers, and guiding snowshoe tours around the mountain
- Mountain bike coach during summer operations

Adder Corporation, Sonoma, California

Senior Field Applications Engineer

2012 - 2014

- Sole FAE supporting and growing US customer base, both for pre-sales demonstrations, deployment and also ongoing support
- Coordinated technical communications between UK-based Engineering team and US-based Sales team in order to provide customers with the highest level of support
- Advised wide range of customers in Broadcast, Post-Production, Command and Control, Data Centers and other markets on system design and implementation using Adder's range of products
- Provided technical training on installation and operation of Adder products

DisplayLink Corporation, Palo Alto, California

Senior Field Applications Engineer

2008 - 2012

- Traveled to Taiwan, China, Japan, and across the United States while supporting worldwide customers as part of FAE team
- Oversaw technical support for all North American accounts representing 40% of company revenue
- Led technical pre-sales presentations and new account development activities
- Ascertained technical needs in product specification opportunities, and launched new products in market place
- Demonstrated existing solutions via technical presentations during customer visits and trade shows
- Offered training to internal and external customers
- Created user guides and application notes for all products
- Aided development of future products and services by evaluating customer input, defining needs, and specifying capabilities while partnering with engineering, design and marketing teams

DisplayLink (UK) Ltd., Cambridge, United Kingdom

Software Development Engineer

2005 - 2008

- Core team member of small start-up, successfully launching initial commercial product in early 2006
- Designed and implemented custom, scalable installer and build environment for commercial USB and graphics products