

Sean Reed

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EXPERIENCE

Our-Sci LLC, Seshat Technologies

Ann Arbor, MI

Product Development, Collaborator Outreach and Support

07 / 2017 - Present

- Create partnerships with laboratories, investors and customers for a startup
- Develop and validate calibration procedures and equipment for newly developed sensor technology
- Oversee development of online presence and outreach

Michigan State University, PhotosynQ Project from Kramer Lab

East Lansing, MI

Research Tech, Assistant to Project Manager

05 / 2016 - 09 / 2018

- Provided collaborator side feedback to product team to roadmap priorities and success markers
- Developed online help resources including onboarding and best practices to reduce ticket volume
- Oversaw and offered support and training to online forum for our international user base
- Established relationships to ensure collaborator success through goal setting and demonstrating direct value early
- Identified product expansion opportunities
- Investigated and solved collaborator issues with our software and hardware

Michigan State University Nematology Lab

East Lansing, MI

Undergrad Research Assistant

2015

- Assist multiple PhD candidates and postdocs with their thesis projects
 - Field work, soil sampling, and plant health analysis
 - Lab work, using elutriator, centrifuge, fume hoods and prepping chemical mixtures
 - Greenhouse work, watering plants on a schedule along with record keeping
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EDUCATION

Michigan State University: B.S in Horticulture, Minor in Environmental Studies, 2016

PROFICIENCIES

- Ability to use all Office products, ZenDesk and social media platforms proficiently
- Ability to work independently and in a strong team environment, and to deliver on detail as well as strategy
- Focus on customer advocacy and experience optimization
- Experience in small tech startup as well as Big Ten lab settings