

# STEPHEN SEIFERT

## CUSTOMER SUCCESS ENGINEER

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### SUMMARY

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Customer experience professional with 20 years of experience bridging the gap between service and production by translating customer needs into technical solutions

### SKILLS & ABILITIES

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- ◆ Customer facing communication with strong technical perspective
- ◆ Ability to build relational equity with engineering and production teams
- ◆ Collaborative approach to developing creative and effective technical solutions
- ◆ Strength in creativity, critical thinking and cross-team problem solving

### TECHNICAL COMPETENCIES

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- ◆ **Data & Development:** SQL, HTML+CSS, Python, JavaScript, Visual Studio Code, Git/GitHub + Copilot
- ◆ **Cloud & Infrastructure:** AWS, Azure, Google Cloud Platform
- ◆ **Tools & Productivity:** Microsoft Office, Ticketing Systems, Slack, ChatGPT
- ◆ **Systems & Networking:** Linux, MacOS, Windows, Networking (TCP/IP, DNS, Firewalls), Virtualization (VMs, Docker, Kubernetes)
- ◆ **Security & Compliance:** CompTIA Security+ (DoD 8570/8140 Compliant), Risk Management, Incident Response, Access Control

### EXPERIENCE

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2015 – Present

**Team Lead | The 3<sup>rd</sup> Corner Wine Shop and Bistro**  
*San Diego, California*

**Customer Support/Problem Solving/Resourcefulness:** Meet needs of 100+ customers per shift, driving \$5,000-\$20,000 in revenue through solution-focused support and effective escalation of complex issues.

**Customer Issue Resolution/De-escalation:** Resolved complex customer disputes, preserving \$5k in potential losses. Negotiated alternative solutions by actively listening, demonstrating empathy, and guiding customers toward mutually beneficial resolutions.

**Team Leadership/Operational Optimization:** Led front-of-house team of 7 and coordinated with back-of-house teams to serve 100+ customers per shift, employing emotional intelligence, adaptability, and prioritization to maintain high customer satisfaction.

2017 – 2024

**Business Owner, Creative & Technical Lead | Giant Killer Records**  
*San Diego, California*

**Project Management/Curation/Customer Experience:** Championed customer experiences by designing and executing a launch event for 50+ attendees, curating a cross-functional team including artists and vendors, coordinating all aspects from concept to delivery.

**Creative Collaboration/Resourcefulness:** Partnered with 11-person cross-functional creative team to produce two songs with accompanying music videos surpassing 200k views, contributing original ideas and leveraging team strengths to deliver high impact results.

2015-2018

**Customer Service Professional | The Lot Luxury Cinema**  
*La Jolla, CA*

**Innovation/Design/System Thinking:** Applied design and system thinking to optimize operational workflows—mapping runner paths, identifying friction points, and redesigning processes to improve customer experience

**Customer Experience/Launch Operations:** Supported the successful launch of two new locations within 12 months by helping coordinate high-volume operations and customer flows for 2,000+ guests per night, ensuring smooth service delivery, rapid issue resolution, and a consistently positive customer experience

## **CERTIFICATIONS & TRAINING**

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- ◆ NUCAMP Software Engineering Bootcamp-
  - Backend + DevOps (PostgreSQL, Python, Docker, Kubernetes)
  - Web Development Fundamentals (HTML, CSS, Bootstrap)
  - Full-Stack Web + Mobile Development (JS, React, React Native, NodeJS)
- ◆ CompTIA Security+ (SY0701) - DoD 8570/8140 Compliant

## **MILITARY SERVICE**

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2007 – 2010

**United States Navy – Honorable Discharge**  
*San Diego, California*

- ◆ **Awards & Medals:** Meritorious Unit Commendation, National Defense Service Medal, Global War on Terrorism Service Medal, Sea Service Deployment Ribbon
- ◆ **Top Graduate,** Basic Engineering Common Core (BECC) & Gas Turbines Systems Technician Training
- ◆ **Division Leader** for a “Hall-of-Fame”, top-of-class recruit training division
- ◆ Served two deployments on *USS Decatur* (DDG73) to the Persian Gulf in support of Operation Iraqi Freedom