

STEPHEN SEIFERT

CUSTOMER SUCCESS ENGINEER

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SUMMARY

Customer experience professional with 15 years of experience bridging the gap between service and production by translating customer needs into solutions

SKILLS & ABILITIES

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

TECHNICAL COMPETENCIES

- ◆ **Data & Development:** SQL, HTML+CSS, Python, JavaScript, Visual Studio Code, Git/GitHub, Claude Code
- ◆ **Cloud & Infrastructure:** AWS, Azure, Google Cloud Platform, Oracle Cloud
- ◆ **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

2015 – Present

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

Cross-Team Communication/Operations Coordination: Have led high volume customer experience operations for 10 years, managing end-to-end flow of 20,000+ orders in fast-moving, cross-functional environment while continually improving accuracy, efficiency and team communication.

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.

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.

Technical Skill Development/Adaptability/Problem Solving: Developed expertise in web platforms, content management, and digital distribution. Proactively resolving project challenges such as cancelations and limited resources, while building and improving necessary technical competencies needed to deliver successful outcomes.

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

- ◆ NUCAMP Software Engineering Bootcamp (Backend + DevOps, Web Dev, Full-Stack Mobile)
- ◆ CompTIA Security+ (SY0701) - DoD 8570/8140 Compliant

MILITARY SERVICE

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