**Sean Berg**

SeanDBerg@gmail.com | [linkedin.com/in/seanberg](https://www.linkedin.com/public-profile/settings?trk=d_flagship3_profile_self_view_public_profile) | (610) 730-3552 | 513 Greenview Drive, Northampton, PA 18067

Compassionate and dependable professional seeking a position in Patient Transport at Lehigh Valley Health Network. Bringing over a decade of experience in operations, customer service, and team support focused on safety, clear communication, and patient-centered care.

**QUALIFICATIONS**

**Key Skills**

* Customer Service Relations
* Self-motivated and Independent Worker
* Team Coordination & Communication
* Excellent Time Management and Attention to Detail
* Operational Safety & Protocol Adherence
* Basic Technical Proficiency (Data Entry, Recordkeeping)

**PROFESSIONAL EXPERIENCE**

**Freelance Project Manager,** Northampton, PA Jan. 2023 – Present

* Provided remote and in-person support to clients requiring reliable service and communication.
* Assisted with daily task coordination, scheduling, and problem resolution.
* Maintained a professional and calm demeanor while troubleshooting and assisting with urgent client needs.

**Shift4,** Allentown, PA Aug. 2010 – Jan. 2023

* Managed frontline support teams, improving customer retention and satisfaction.
* Oversaw safety and escalation procedures in high-pressure environments.
* Trained and mentored new employees in service protocol and client engagement.
* Responded to emergencies and escalations calmly and effectively.
* Maintained responsibility for team scheduling, facility safety, and equipment use protocols.

**KidsPeace National Centers,** Orefield, PA May 2007 – Jan. 2011

Crisis & Recreation

* Supervised transportation and safety of youth across residential campuses.
* Responded to crisis situations with composure, following therapeutic crisis intervention protocols.
* Coordinated team coverage, activities, and safety drills to ensure smooth daily operations.
* Facilitated recreation and therapy-based movement across buildings and departments.

**EDUCATION**

**Bachelor of Science: Business Leadership**

Capella University Aug. 2020 – Aug. 2024