**Sean Berg**

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**IT Manager | Infrastructure & Automation Leader| Technical Project Consultant**

Multidisciplinary IT leader with 10+ years managing operations and delivering IT-driven business outcomes. Extensive experience in planning, deploying, and optimizing technical solutions across enterprise, retail, and SMB environments. Adept at leading cross-functional teams, supporting infrastructure rollouts, and aligning IT with business objectives. Known for bridging technical and non-technical teams through clear documentation and scalable systems.

**Core Competencies**

**IT Operations:** Systems Integration | Linux & Virtualization | Workflow Automation

**Development:** Dashboards | Internal Tools | CRM Customization | POS Infrastructure

**Project Management:** Cross-Functional Teams | Agile & Lean Methods | Strategic Road Mapping

**Strategy & Enablement:** UX Advocacy | Vendor Management | Training Systems

**Technical Skills**

Linux | VMware | Office 365 | Jira | Git | VirtualBox | Bash | Powershell | Python | Pandas | Flask | JavaScript | React | Node.js | PostgreSQL | SQL | C# | Tokenization | Encryption | Tableau

**Professional Experience**

**IT Operations & Solutions Consultant, Self-Employed |** Remote **|** Jan. 2023 – Present

Managed IT project scoping, stakeholder coordination, and post-launch support for multiple clients.

* Automated Zoho CRM workflows using Deluge to manage client status, send paperwork, and track follow-ups.
* Built an RPG-style orientation game in JavaScript to increase training engagement.
* Developed React dashboards to improve account visibility across vendors and clients.
* Created Python tools for cybersecurity resource curation, pruning outdated tools automatically.

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

Promoted through multiple leadership roles overseeing operations, retention strategy, and POS training.

Progression:

• Senior Manager, Customer Service & Retention (2020–2023)

• Director, Technical Enablement & Training (2015–2020)

• Manager, Sales Enablement & POS Technology (2013–2015)

• Manager, Operations & Field Technology (2010–2013)

**Senior Manager, Customer Service & Retention, Shift4** **|** Allentown, PA| Aug 2020 - Jan 2023

Led support infrastructure and retention operations for 200,000+ accounts across digital and service channels.

* Automated call center workflows using Slack UI, Apps Script, and JavaScript to simplify support tasks.
* Built real-time KPI dashboards in React with Tableau to monitor SLAs, retention, and service quality.
* Centralized CRM, phone analytics, and support tickets to support daily use and power executive reporting.
* Collaborated with IT teams to align deployments with support workflows and end-user readiness.
* Oversaw $3.3B+ in tech-enabled payment portfolios and implemented digital-first retention operations.

**Director, Technical Enablement & Training, Shift4** **|** Allentown, PA| Mar 2015 - Aug 2020

Directed LMS systems, POS onboarding, and technical training for internal teams and client partners.

* Built virtual machines for researching and testing 30+ third-party POS systems.
* Designed hardware simulators and sandboxed training tools for internal staff readiness.
* Launched an LMS platform with 400+ technical training hours and automated progress tracking.
* Built internal dashboards to track employee training status, completion rates, and certification progress.
* Partnered with developers to scope, test, and validate proprietary POS software enhancements.

**Manager, Sales Enablement & POS Technology, Shift4** **|** Allentown, PA| Jan 2013 – Mar 2015

Aligned sales and operations teams through tools and demonstrations supporting POS training and onboarding.

* Created a 12-screen “webinar wall” to host simultaneous live product demos for thousands of customers.
* Built macro-enabled Excel tools to streamline POS data collection across retail and hospitality clients.
* Developed mobile Sales Kiosks for in-person demos, bundling all POS products into a unified device.
* Created dashboards for sales offices to monitor account statuses and onboarding delays.

**Manager, Operations & Field Technology, Shift4** **|** Allentown, PA| Aug 2010 - Jan 2013

Managed field tech systems, imaging tools, and office IT while overseeing multi-site operations teams.

* Built a Linux-based imaging server for bulk POS provisioning and field deployment.
* Engineered an automated recovery toolkit with kill-switch functionality to assist support teams.
* Created a C# based tool importing macro-enabled Excel files into POS software using SQL stored procedures.
* Developed SQL diagnostic scripts for database repair and recovery.
* Built a full order management system with role-specific dashboards and executive reporting.
* Collaborated with the CTO to assess new POS hardware and optimize infrastructure strategy.

**Manager, Crisis & Retail Operations, KidsPeace, Kohl's, Linens N Things** | 2004 – 2011

* Managed operations, team performance, and compliance standards across crisis care and retail environments.
* Supported new store launches, facility operations, and warehousing across multiple Northeast U.S. retail sites.

**Freelance Experience**

**IT Consultant, Tech Wizards PA** | 2005–2014 (Part-Time, Concurrent with Shift4)  
Provided network setup, recovery, and security support for SMBs across Windows and Linux environments.

* Delivered network setup, malware removal, and secure endpoint configuration for SMBs.
* Advised on hardware/software selection and handled critical system recovery incidents.
* Supported both Windows and Linux environments for remote and onsite clients.

**EDUCATION**

**B.S.: Business Leadership | Capella University | *Graduated: 2024***

**Certifications**

PMP (In Progress - Expected Oct 2025)  
Lean Six Sigma Green Belt (2025)  
Professional Scrum Master (PSM) (2025)  
CompTIA A+ (2010)