**Sean Berg**

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**Technical Project Manager | CSM | Infrastructure & Operations Strategist**

Results-driven project leader with over a decade of experience managing cross-functional initiatives spanning IT infrastructure, software deployment, and enterprise operations. Certified Scrum Master (CSM) with a proven record of delivering complex, high-impact technical solutions across enterprise, retail, and SMB environments. Known for bridging technical and business teams, aligning stakeholders, and driving scalable project outcomes with precision.

**Core Competencies**

**Project Management:** Agile, Scrum | Project Lifecycle | Stakeholder Management | Cross-Functional Leadership

**IT Operations:** Infrastructure Modernization | Systems Integration | Cloud Migrations | Workflow Automation

**Development & Analytics:** Dashboards & Data Reporting | CRM Customization | Scripting & Automation

**Strategy & Enablement:** Roadmapping & Change Enablement | Training Systems | Vendor Management

**Technical Skills**

**Languages:** Python, JavaScript, C#, SQL, Bash, PowerShell

**Frameworks:** Flask, React, Node.js, Pandas

**Platforms:** Windows, Linux, VMware, VirtualBox

**Data & Reporting:** PostgreSQL, Tableau, Tokenization, Encryption

**Dev & Automation Tools:** Git, Jira, Asana, Smartsheet, Office 365

**Certifications**

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

**Professional Experience**

**Technical Project Manager, Self-Employed |** Remote **|** Jan. 2023 – Present

Scoped, led, and delivered IT automation, dashboarding, and CRM customization projects across multiple clients.

* Automated client onboarding workflows in Zoho CRM using Deluge and integrated status tracking.
* Engineered React-based reporting dashboards to streamline vendor and account visibility.
* Developed a gamified onboarding system using JavaScript to increase training completion rates.
* Created Python tools to curate cybersecurity resource databases, reducing outdated tool references by 40%.

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

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

Progression:

• Senior Manager, Retention Operations & Digital Enablement (2020–2023)

• Director, Technical Training & Program Delivery (2015–2020)

• Manager, Sales Training & Enablement Systems (2013–2015)

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

**Senior Manager, Retention Operations & Digital Enablement**

**Shift4** **|** Allentown, PA| Aug 2020 - Jan 2023

Directed multiple digital transformation projects supporting 200,000+ accounts and $3.3B+ in revenue.

* Spearheaded automation of call center workflows via Slack UI, JavaScript, and Google Apps Script.
* Built and launched KPI dashboards in React + Tableau to track SLA adherence and service quality.
* Consolidated CRM and analytics pipelines to enhance decision-making across departments.
* Coordinated with IT and product teams to align software releases with support infrastructure readiness.

**Director, Technical Training & Program Delivery**

**Shift4** **|** Allentown, PA| Mar 2015 - Aug 2020

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

* Led cross-departmental LMS deployment with 400+ hours of content and automated certification tracking.
* Built virtual POS simulators and sandbox environments to reduce onboarding time for internal teams.
* Partnered with software developers to scope and validate POS product enhancements pre-release.
* Managed testing environments using Linux-based VMs for 30+ third-party platforms.
* Designed dashboards to monitor training progress, improving certification rates by 75%.

**Manager, Sales Training & Enablement Systems**

**Shift4** **|** Allentown, PA| Jan 2013 – Mar 2015

Streamlined cross-department collaboration between sales and operations teams through tools and training.

* Launched mobile sales demo kits and digital training kiosks, reducing demo setup time by 80%.
* Created Excel macro tools to streamline onboarding data capture across retail and hospitality clients.
* Implemented a 12-screen product demo wall, allowing simultaneous training to thousands of users.
* Implemented regional dashboards to monitor account statuses and mitigate onboarding delays.

**Manager, Infrastructure 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.

* Led deployment of Linux-based imaging servers to accelerate bulk POS provisioning.
* Developed a C# toolkit for importing customer data into POS software using stored procedures.
* Engineered recovery and diagnostic tools to reduce tech support escalations by 35%.
* Designed a full-stack order management system with dashboards and executive-level reporting.

**Manager, KidsPeace, Kohl's, Linens N Things** | 2004 – 2011

Managed team operations and retail expansions, supporting multi-site coordination and compliance enforcement.

**Freelance Experience**

**Technical Implementation 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 SMB IT consulting, including secure networking, recovery services, and endpoint configuration.

**EDUCATION**

**Bachelor of Science – Business Leadership**

***Capella University* | *Graduated 2024***