**Sean Berg**

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

**IT Specialist | Technical Project Consultant**

Reliable IT professional with over 10 years of experience supporting hardware, software, and systems in enterprise, retail, and small business environments. Skilled in troubleshooting, automation, CRM/POS systems, and working with teams to deliver tech solutions that work.

**Key Strengths**

Systems Integration | Linux & Windows | Workflow Automation **|** Dashboards | Internal Tools | CRM| POS | Technical Documentation | Reporting Dashboards | Team Communication| User Training | Agile Methodology | Ticketing & Remote Support

**Professional Experience**

**Stay-at-Home Parent / IT Consultant, Self-Employed |** Northampton **|** Jan. 2023 – Present

Focused on full-time parenting while maintaining professional development through degree completion, industry certifications, and consulting work.

* Developed React dashboards to improve account visibility across vendors and clients.
* Created Python tools for resource curation, pruning outdated tools automatically.

**Shift4** **|** Allentown, PA| 2010 - 2023

Support & Systems Manager

* Maintained internal support tools and managed 200,000+ client accounts.
* Built dashboards and simplified reporting for support teams and managers.
* Automated daily tasks using scripts and built simple tools to improve service workflows.

Technical Training & Enablement

* Trained internal teams on new systems and support tools
* Created virtual machines, simulations, and LMS content for onboarding.
* Worked with developers to test updates and prepare user documentation.

Operations & Field Technology

* Set up POS systems, managed fi eld device imaging, and supported store rollouts.
* Built internal scripts and tools for faster installations and fewer support calls.
* Worked directly with operations and IT to align hardware with user needs.

Earlier Experience:KidsPeace, Kohl's, Linens N Things | 2004 – 2011

* Supported store operations and tech setup for retail and care environments.

**EDUCATION & CERTIFICATIONS**

**Bachelor of Science:** Business Leadership- Capella University (2024)

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