**Sean Berg**

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**OPERATIONS MANAGER | CUSTOMER EXPERIENCE LEADER**

Experienced operations manager with over 20 years leading teams in technology, hospitality, and retail. Skilled in improving team performance, customer retention, and day-to-day operations. Known for building strong teams, streamlining workflows, and supporting business growth at scale.

**Career Highlights**

* Boosted customer retention by 363% through better onboarding and support strategies
* Reduced employee turnover from 18% to 7% by improving training and team development
* Led hiring and onboarding for 2,000+ team members and over 150 managers
* Built and launched a company-wide training platform with 400+ hours of content
* Supported POS system rollouts at major brands like Hilton, Marriott, and Dairy Queen
* Helped grow team from 12 to 2,000+ during a high-growth expansion

**Key Strengths**

Customer Success & Retention • Staff Training & Onboarding • Team Leadership • Workflow & Process Improvement • POS & CRM Strategy • Performance Coaching • KPI Reporting • Multi-Site Supervision

**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.

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

Senior Manager, Customer Service & Retention

* Oversaw global support teams managing over 200,000 client accounts.
* Built dashboards to monitor performance, track service quality, and reduce attrition.

Director, Training & Enablement

* Created training programs and tools to support large-scale hiring and growth.
* Led training efforts during company acquisitions and team expansions.

Manager, Operations & Field Installations

* Directed staff onboarding, scheduling, and performance management.
* Managed national product launches across retail and service locations.

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 | Professional Scrum Master (2025)