

Sean Patrick Shetler

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Executive Summary

Degreed Management Analyst with a diverse background in Information Technology, Government, Software Implementation, Investigations, Workforce Development, and Human Resource Management. Leverages over 10 years of comprehensive experience to offer a unique value proposition including the ability to build partnerships with employers, planning, developing, outreach, project coordination, technical troubleshooting, project management, team leading and guidance, supervision, program implementation, case management, team training, customer service, public policy, research, public speaking, interviewing, presenting, marketing, critical analysis, and public relations.

Key Qualifications

- Attention to detail within document drafts, reviews, and edits and database maintenance and operation
- Proficiency with Microsoft Office and Excel and excellent writing and editing skills
- Comfortable Working in a Fast-Paced Environment
- Expert with customer service, interpersonal communication and implementation of policy and procedures
- Proficient in organization, planning, and problem-solving including mission and goal oriented

Education and Training

Texas State University, San Marcos, Texas
Bachelor of Business Administration in Computer Information Systems

U.S. Department of Labor
Managing Case Management
Dallas, Texas

Professional Experience

Veteran Resource and Referral Specialist Jul 2019 – Present

Texas Workforce Commission, Austin, Texas

- Conducted more than 500 interviews and quality referrals of veteran clients and corporate partners.
- Presented on more than 75 occasions at various job fairs, town halls, conferences, and government meetings.
- Managed veteran referrals of two workforce board areas and eight Texas counties.
- Provided training for more than 20 different team members and partners on subjects such as: suicide prevention, resume writing, job search strategies, corporate outreach, interviewing, employment sustainability, work force development, and veteran employment.

Enumerator

Aug 2020 – Oct 2020

United States Census Bureau, Leander, Texas

- Conducted more than 300 interviews with respondents in areas characterized by linguistic isolation, gated communities, and urban inner cities.
- Participated and coordinated with managers and team members on a strike team at rural and isolated locations.
- Provided clarification and guidance to team members related to work activities and administrative tasks.
- Experienced interviewer and leader with the innate ability to work under pressure in a fast-paced environment and demonstrates the ability to perform multiple tasks while supporting various staff members.
- Assisted team members, team leaders, and managers to convey and clarify routine and non-routine information to all levels of the organization.

Application Specialist III

May 2019 – Jul 2019

Fiserv, Austin, Texas

- Assigned and managed projects of team members, partners, clients, and vendors while meeting tight delivery timelines and high customer survey scores.
- Managed and assisted with over 50 client projects that delivered more than 8 million dollars in annual revenue.
- Provided training to vendors, clients, and team members on all company product implementations.
- Assisted team members and executive management in over 100 database and data collection efforts used in the generation over 150 business reports.

Technical Engineer II

May 2016 – May 2019

Kasasa, Austin, Texas

- Assigned and managed projects of team members, partners, clients, and vendors while meeting tight delivery timelines and high customer survey scores.
- Provided training to vendors, clients, and team members on all company product implementations.
- Managed eight client projects every quarter and briefed progress reports to project stakeholders.
- Assisted team members and executive management in over 200 database and data collection efforts used in the generation over 200 business reports.
- Delivered over 2.5 million dollars in monthly recurring revenue in projects delivered for the company.

Implementation Engineer II

Jun 2013 – May 2016

Q2ebanking, Austin, Texas

- Provided training to vendors, clients, and team members on all company product implementations.
- Assisted team members and executive management in over 500 database and data collection efforts used in the generation over 500 business reports.
- Managed ten client projects every quarter and briefed progress reports to executive management, vendors, clients, and team members.
- Delivered over 3 million dollars in monthly recurring revenue in projects delivered for the company.

Human Intelligence Collector

Apr 2005 – Apr 2010

United States Army, Fort Hood, Texas

- Experienced interviewer and leader with the innate ability to work under pressure in a fast-paced environment and demonstrates the ability to perform multiple tasks while supporting various staff members.
- Skilled team leader who led a team of interviewers in geographically dispersed locations.
- Conducted and briefed over 500 demographic surveys and more than 500 written reports to management.
- Implemented more than 50 corrective actions related to team performance, productivity, and progress.
- Led data collection efforts of interviewers in areas characterized by linguistic isolation, gated communities, and urban inner cities.

Volunteer Work

Service Officer

Aug 2020 – Present

Austin American Legion | Travis Post 76, Austin, Texas