



SEAN E. CORBIN

CONTACTS

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**Strategic Project Manager | MBA
Candidate | Certified in Leadership,
Emotional Intelligence & Process
Improvement**

EDUCATION

Southern New Hampshire University (SNHU)
Manchester, NH

Master of Business Administration (MBA),
Concentration in Project Engineering | In
Progress — Expected Graduation: April 2026

Bachelor of Science (B.S.), Management
Information Systems (MIS) | Graduated:
November 2024

Honors: National Society of Leadership and
Success (NSLS), Alpha Sigma Lambda

CORE COMPETENCIES

Leadership Development |
Critical Thinking & Problem
Solving
Strategic Planning | Cross-
Functional Collaboration
Customer Relationship
Management | Operational
Optimization

PROFESSIONAL SUMMARY

Strategic Project Manager and MBA candidate with a 99% project success rate, certified in PMP and Lean Six Sigma Green Belt. Skilled at aligning strategic vision and operational execution through leadership, emotional intelligence, and project management best practices. Known for optimizing complex processes and delivering exceptional outcomes across technical and operational environments.

PROFESSIONAL AFFILIATIONS

- [National Society of Leadership and Success \(NSLS\)](#)
- [Alpha Sigma Lambda Honor Society](#)

CERTIFICATIONS

- PMP (Project Management Professional)
Project Management Institute (PMI)
- Lean Six Sigma Green Belt
Global Association for Quality Management (GAQM)
- Advanced Leadership Certification (SNHU)
Southern New Hampshire University

PROFESSIONAL EXPERIENCE

City of Fort Lauderdale Emergency Response Leader

As the Crew Leader of the night crew emergency response team, I oversee a wide range of critical tasks dispatched to our team. Delivering exceptional customer service is paramount, as I am often our neighbors' first point of contact during repair operations. *Key Responsibilities: * 1. Assess emergencies and coordinate repair processes. 2. Provide timely and informative updates to neighbors, addressing concerns and questions. 3. Ensure quality service delivery, exceeding customer expectations. 4. Manage water central repairs, including: - Coordinating MOT (Maintenance of Traffic) and shutdowns on significant roadways. - Setting up type 2 barricades for smaller repair projects. 5. Troubleshoot sewer issues for residential and commercial customers, including: - Identifying stoppages in the City's gravity system. - Documenting and reporting SSO (Sanitary Sewer Overflow) incidents. 6. Gather and document critical information from repair sites, including: - Photographs. - iPad screenshots of infrastructure data. *Operational Expertise: * - Effective communication and customer service. - Strategic problem-solving and troubleshooting. - Team leadership and collaboration. - Knowledge of water and sewer infrastructure. *Quality Service Standard: * Providing exceptional service is not just a reputation; it's our standard. Our team's dedication to excellence ensures minimal

disruption to our community and prompt resolution of emergencies.

City of Fort Lauderdale Customer Service

As a professional customer care representative, I promptly assist with inquiries and concerns. My expertise encompasses: - Conducting thorough research and data compilation - Administering technical systems with precision - Ensuring seamless operations under the Division Manager's supervision *Key Responsibilities:* - Provide specialized administrative support to the Division Manager - Craft, edit, and proofread critical documents, reports, and correspondence - Conduct in-depth research, data analysis, and compilation for reports and presentations - Coordinate meetings, agendas, and support materials with precision - Prepare consolidation of information for stakeholders, consultants, and staff *Performance Metrics:* - Quality of customer care and issue resolution - Accuracy and timeliness of research and data analysis - Effectiveness in preparing comprehensive reports and documents - Successful coordination of meetings and events *Confidential and Complex Administrative Duties:* - Manage sensitive and confidential information with discretion - Develop and implement administrative processes to enhance efficiency - Collaborate with staff, consultants, and stakeholders to achieve divisional goals I leverage my expertise to optimize divisional operations, ensure exceptional customer care, and drive results-oriented solutions.

VOLUNTEERISM

1. Philanthropy initiatives
2. Volunteering in STEM Education
3. Infrastructure design
4. Behavioral Economics and Technology research

TECHNICAL SKILLS

Engineering Skills:

- **Platforms:** Building construction management, Software development lifecycle (SDLC), Automation systems

- **Project Management:** PMP methodologies, Agile and Scrum frameworks, Risk assessment, Cost control, Scheduling
- **Process Improvement:** Lean Six Sigma (Green Belt), Data analysis, Quality control, Efficiency optimization
- **Tools & Technologies:** AutoCAD, Revit, MS Project, Jira, Trello, Python, SQL, Power BI

SOFT SKILLS

Leadership: The ability to inspire and guide individuals or teams towards achieving common goals, fostering a positive and motivating environment.

Communication: The skill of effectively exchanging information, ideas, and emotions with others, ensuring clarity and understanding in all interactions.

Critical Thinking: The capacity to analyze situations, evaluate evidence, and make reasoned decisions based on logical reasoning and reflection.

Problem-solving: Identifying challenges, developing strategic solutions, and implementing practical actions to overcome obstacles.

Cross-functional Team Collaboration: The practice of working cohesively with diverse teams across different departments or disciplines, leveraging varied insights and expertise to achieve shared objectives