

From Racing to the Job, Ser Tech’s Sean Wilson Enjoys Life in the Fast Lane

When you’re in customer service at a small business, enjoying and excelling at multitasking is an excellent skill to have, according to Ser Tech Account Manager Sean Wilson.



“I love multitasking and getting everything done in a short period of time. There are so many things you’re trying to get done.” In addition to helping external clients, he also has his internal clients for whom he performs deposits accounting, shipping, equipment and supplies purchasing, updating customer files and front door security.

In fact, multitasking is Sean’s favorite part of the job next to serving customers. “Our customers are great. Some clients are just so happy that you’re there to help them,” he said. Typically, he’s assisting them with simple items, like ensuring everyone included on invoice or helping them navigate the reporting systems.

In fact, it’s kept him working with Ser Tech since July 15, 2002, when Ser Tech Founder and Chairman Mike Covert, who was a programmer for Ser Tech at the time, asked him at a Cleveland Indians baseball game he was attending with Ser Tech CEO Shana Richardson if he’d want to come work for the company. At the time, Sean was in customer service at CompUSA Corporate, so it seemed like a natural fit.

“I love it here,” Sean said. “I love working with all the customers and making sure they’re happy and needs are met. I want to ensure they get everything they’re paying for, like reminding clients about reports they can access to help them run their credit unions better.”

He continued, “I like what we’re doing for our clients. We’re helping people get loans they probably wouldn’t have gotten or would have gotten at a higher rate.”

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Sean admits he opened a bank account when he got his first job and didn’t bother to change until he started working in credit unions, at which time he joined what is now Resource One Credit Union. Now nearly all his loans are through the credit union.



Outside of Ser Tech, Sean often can be found working on his 2002 Trans Am Firehawk or racing it on the drag strip. He's taken his car to about 175 miles per hour but not maxxed it out – yet. He may have the opportunity when the Runway Rivalries come up, which is a race on actual airplane runways at the airport.

Sean's 14-year old son has caught the drag racing fever, too. Despite not being old enough to drive yet, his son saved and bought his first car at 13 to fix up so he could race it when the time comes. He's on his second car now, a '99 Trans Am. Meanwhile, Sean's 16-year old daughter

doesn't seem terribly interested in drag racing at all. The Mini Cooper that she got as a surprise has plenty of horsepower for her.

Passing down hobbies from generation to generation appears to be a tradition in Sean's family. He caught the travel bug from his grandparents. Sean and his family, including his wife of 16 years, recently enjoyed a cruise around Jamaica, and Cancun and Cozumel in Mexico.

Traveling and racing have helped him develop his willingness to adapt to whatever needs to be done, which helps him serve his external and internal customers at Ser Tech. Have a question about your campaign with Ser Tech? Contact Sean at Sean.Wilson@SerTech.com.

