

TOMMY SARDO

Product Operations, Enablement & Client Experience Professional

SUMMARY

Senior leader with 10+ years' experience in customer onboarding, SaaS product enablement, and training program development within food tech and hospitality. Proven record of reducing onboarding time-to-value, boosting customer satisfaction, and building high-performance cross-functional teams. Skilled at bridging technology and customer needs to drive product adoption and retention.

CONTACT DETAILS

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CORE SKILLS

Customer Onboarding | SaaS Operations | Training & Development | Knowledge Base Management | Content Creation | Automated & Integrated Workflows | AI Writing & Optimization | Product Enablement | Stakeholder Communication | Learning Management Systems | Publishing & Analytics | Project Management Tools | Sales & Enablement Platforms

EDUCATION

Bachelor of Professional Studies, Hospitality Administration/Management

DeVry University – Chicago, IL

PROFESSIONAL EXPERIENCE

Enterprise Technical Account Manager

Lunchbox Technologies | May 2025 – Present

- Primary customer success and technical contact for enterprise clients, driving adoption and platform optimization.
- Lead integrations across POS, delivery, and loyalty systems for scalable solutions.
- Own account planning and reviews, showcasing ROI and product impact.
- Partner with Product and Engineering to resolve technical issues and inform the roadmap.

Senior Manager, Customer Onboarding

Checkmate | Jan 2024 – May 2025

- Promoted from Customer Success Manager to lead onboarding team integrating POS systems with multiple ordering platforms.
- Developed training programs and documentation, improving client satisfaction and reducing time-to-value.
- Partnered with Product, Sales, and Engineering to streamline onboarding workflows.

Director, Training & Development

Lunchbox Technologies | Apr 2021 – Jan 2024

- Promoted from Technical Training Manager to lead company-wide training strategy.
- Built Learning Management System and Customer Knowledge Base from scratch.
- Redesigned onboarding and career pathing framework, cutting employee ramp-up time by 50%.
- Led team of instructional designers, trainers, and writers across Product, Sales, and Customer Success.

Director, Training & Development

Sticky's Finger Joint | Oct 2019 – Apr 2021

- Launched brand-wide training and operations strategy, improving service consistency across locations.
- Built customer feedback system, increasing satisfaction and response time by 92%.
- Managed rollout of company-wide initiatives and communications.