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# Casey Bement

caseybement@caseybement.com

## EDUCATION

Chippewa Valley Technical College - Eau Claire, WI

Associate Degree: *IT-Software Developer October 2022*

*Overall GPA 3.94 President's List - CVTC IT-Club President*

## RELEVANT COURSEWORK

- Programming fundamentals, Web 1 HTML & CSS, Web 2 Client Side, Web 3 Interactive Media, Web 4 Server-Side, Database 1 & 2, Java Web Programming, Object Oriented Programming, .Net Application Development, .Net-ASP, Agile Programming

## PROJECTS

<https://www.github.com/bemental77>

<https://www.caseybement.com>

[Chippewa Valley Developer Group Member](#)

## EXPERIENCE

IT - Software Development Specialist - Technical Diploma

July 25<sup>h</sup> 2021

Technical Support Specialist - *Idexx Laboratories*

August 8<sup>th</sup> 2021 - Present

- Troubleshoot for end users in Cornerstone Software
- Use SQL to find and fix database issues
- Install Software on the user network
- Configuring computer system hardware and software
- Determine customer needs, research and provide solutions
- Ensure customer satisfaction and strong customer relationship

Lead Service Advisor - *Morrie's Automotive Group*

January 1st, 2019 - August 5<sup>th</sup>, 2021

- Daily operations of Customer Relationship Management, billing process, sales operations, service contract claims, scheduling, employee labor hours, and fleet management
- Customer Database, Inventory Database, Reynolds and Reynolds
- Work with technicians to quickly and accurately diagnose and repair vehicles.
- Manage and adjust Service Department schedule based on technician and sales projections

Sales Associate - *Morrie's Automotive Group*

April 2015 - December 2018

- Achieved Mazda Elite Master certification
- Dedicated to sales operations including securing vehicle loans and warranties, increasing customer relationship profitability