
Casey Bement

caseybement@caseybement.com

EDUCATION

Chippewa Valley Technical College – Eau Claire, WI

Associate Degree: *IT-Software Development Graduate October 2022 -*

Overall GPA 3.92 – IT-Club President

SKILLS

- Competent in JavaScript, Java, CSS, SQL, VB.Net, CLI, and Git

PROJECTS

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

<https://www.caseybement.com>

[Chippewa Valley Developer Group](#) Member

EXPERIENCE

Technical Support Specialist – Idexx Laboratories

August 8th 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

Service Advisor - Morrie's Automotive Group

January 1st, 2019 – August 5th, 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
- Experienced Service Advisor with a demonstrated history in the automotive industry.
- Work with technicians to quickly and accurately diagnose and repair vehicles.
- Mazda Lead Service Advisor Certified
- 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

Manager - Jimmy John's

September 2010 - April 2015

- Projected sales and inventory for maximum profitability and workforce optimization
- Handled coaching and training of employees