
Casey Bement

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<https://github.com/Bemental77>

SKILLS

- Current Software Developer student
- Experience maintaining a customer and repair order database
- Ability to achieve and maintain a personal Net Promoter score of 82.4
- Demonstrated success collaborating to achieve business goals
- Proven effectiveness to deepen relationships with customers
- Skilled at identifying potential efficiencies in the workflow to improve department profitability

EXPERIENCE

Service Advisor - *Morrie's Automotive Group*

January 1st, 2019 - Present

- Experienced Service Advisor with a demonstrated history of working in the automotive industry.
- Work with technicians to quickly and accurately diagnose and repair vehicles.
- Mazda Lead Service Advisor Certified
- Daily operations of Customer Relationship Management, the billing process, sales operations, service contract claims, scheduling, employee labor hours, and fleet management
- Manage and adjust Service Department schedule based on technician and sales projections

Sales Associate - *Morrie's Automotive Group*

April 15th, 2015 - December 31st, 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

Project sales and inventory for maximum profitability, workforce optimization, coaching, training

EDUCATION

Chippewa Valley Technical College - *IT-Software Development*

August 2020 - Current 4.0 GPA- President's List

CERTIFICATIONS

Knowledge of Python Programming - *Programming Hub*

Programming Fundamentals - *Programming Hub*