**Casey Bement**

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## 

## EDUCATION

## Chippewa Valley Technical College – Eau Claire, WI

## Associate Degree: *IT-Software Development*

Graduate October 2022

## 

## CERTIFICATIONS

## Knowledge of Python Programming - *Programming Hub 08/28/2020*

## Programming Fundamentals - *Programming Hub 08/28/2020*

## SKILLS

* Knowledge of Python programming language
* 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 workflow to improve department profitability

## PROJECTS

## 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, 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 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