Joe Clements

Experience

June 2018 The Jockey Club Technology Services Lexington, Kentucky

Software Development Intern

* Developed test documentation for PowerBuilder Migration project.
* Designed multi-layered web pages and mobile applications to streamline event processes for various clients
* Quality Assurance testing for NRHA website
* Designed and Implemented reports as a full stack developer built in Java, HTML, Angular and Typescript

2015-2017 Toshiba America Business Solutions Lexington, Kentucky

Account Executive

* Drove sales revenue and market share by managing defined territories to achieve quota
* Prospected for new clients through cold and warm lead generation.
* Presented and sold Toshiba digital office equipment and software solutions
* Worked with clients to understand and identify their strategic vision, objectives and needs while aligning products and services where business opportunities existed
* Designed and conducted business proposals, presentations and product demonstrations
* Coordinated all client training involving multifunction device hardware and software functionality
* Integrated system software with client's servers and provided on-site technical support

2013-2015 Enterprise Holdings Louisville, Kentucky

Assistant Manager

* First branch:
* Improved Business to Business relationships with local State Farm offices, dealerships and body shops resulting in a 32% fleet growth over a four- month period
* Increased the revenue received per car up from $740 to greater than $915 in the same four-month period
* Drove sales numbers from an average of $3.00 per ticket per day in additional revenue to over $6.00
* Promoted to Tri-Brand Airport Assistant Manager as part of the Best of the Best Program for Louisville Airport
* Implemented Sales Training consistent with the new hire orientation
* Spearheaded the promotions of four employees into management at various local locations
* Lead several multi-disciplined workgroups ranging in size from five to thirty employees
* Designed and organized personnel development meetings for Enterprise, National and Alamo employees

2013 Enterprise Holdings Louisville, Kentucky

Management Trainee

* Reduced bad debt through constant supervision of Enterprise Callback system
* Monitored accounts and their activity through our Rental Financial systems while assisting in collecting potential bad debt for major accounts
* Acquired responsibility for an entire satellite operation
* Increased the customer satisfaction score from a 69 to an 86 in three months
* Doubled the revenue over the prior year in the same timeframe as item # 1
* More than doubled the fleet size of the branch from 35 rentable cars to over 80
* Improved partnership relationship with the host dealer as a direct result of the increased capabilities and aided in eliminating the need for dealership loaned vehicles
* Promoted to the Best of Best Persons program at the Louisville International airport where my leadership and business acumen helped drive the team to a record high 91 customer satisfaction score
* Completed the employee G.R.I.L.L. with a near perfect score of 96% and was promoted to Assistant Manager of a local branch.

Education

2017-Present

Bachelor of Science in Computer Science University of Kentucky Lexington, Kentucky

Relevant Courses: Calculus I, II, III, Physics I, Introduction to Computer Engineering, Introduction to Software Engineering Techniques, Systems Programming, Introduction to Database Systems, Discrete Mathematics, Algorithm Design and Analysis, Matrix Algebra, Topics in Computer Science: Mobile Application Development for iOS, Engineering Statistics, Digital Logic Design, Introduction to Networking, Machine Learning, Introduction to Game Development, Network Security, Senior Project Design

2008-2012 Bellarmine University Louisville, Kentucky

Bachelor of Arts in Business Administration

Relevant Courses: Probability and Mathematical Statistics, Business and Professional Communication, Managing Information Technology, International Trade and Finance, Business Law, Business Finance