
CASEY MERSHON

Indianapolis, Indiana ♦ (317) 600-4161 ♦ hello@caseymershon.co ♦ www.caseymershon.co

EDUCATION

Bachelor of Science: Information Technology, 12/2019

Indiana State University - Terre Haute, IN

- Pursued my passion for object-oriented programming through seven advanced classes and received a minor in Computer Science
- Delivered three hands-on seminars over advanced level design utilizing C# in Unity 3D
- Founding Member & Secretary, Delta Sigma Phi, 2016 to 2019
- Secretary & Public Relations, Sycamore Technologist, 2018 to 2019
- Secretary, IEEE (Institute of Electrical and Electronics Engineers) Student Chapter, 2018 to 2019

PROFESSIONAL SUMMARY

Energetic information technologist and computer scientist with 4+ years experience developing robust applications and 2 years experience offering technical support. Increased development efficiency by 25%. Boosted student retention by 7%. Spearheaded a team that helped revolutionize the way IT is taught at Indiana State University by implementing IT3D. An enthusiastic team player and a deep creative thinker.

WORK HISTORY

Customer Success Specialist – Tier 1 Support, 01/2020 to Current

Salesforce Datorama – Indianapolis, IN

Working at Salesforce Datorama has allowed me to work in a fast-paced customer support environment where I troubleshoot and solve technical questions of a multitude of clients. This position has taught me a range of skills from working hands-on with clients achieving their desired results to troubleshooting technical API discrepancies and programming custom solutions.

VR Research & Development, 09/2017 to 12/2019

Indiana State University – Terre Haute, IN

Indiana State University was able to allow me to research virtual reality and how it could be implemented in the classroom. I spearheaded the development of a 3D mobile application called IT3D. This application was implemented into the following semester's curriculum for the information technology degree path.

Front-End Development, 08/2019 to 12/2019

Indiana State University – Terre Haute, IN

During my time working in the College of Technology's Office of the Dean, I have developed my skills in HTML and CSS. Through the creating, updating, and maintaining of the College of Technology's website, I gained knowledge, not only in these skills but also in how to communicate technical language to the average user.

Research & Development Project Manager, 06/2019 to 08/2019

Indiana State University – Terre Haute, IN

During my time in the Summer Undergraduate Research and Experience program, I was able to manage a team of six other members to create multiple projects, including IT3D. This assisted me in building confidence to lead a team efficiently to get the desired product.

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SKILLS

- Past experience working in Java, JavaScript, jQuery, PHP, SQL & No SQL databases, HTML & CSS, C#, C, C++, RSLogix 500, and Bash. Easily picks up other languages.
- Proficient in assembling and disassembling computers.
- Able to efficiently use Microsoft office products.
- Web server creation and maintenance.
- Able to efficiently work in Windows, Linux, and Mac environments.
- Experienced in working with JSON data.
- Proficient in 3D environments such as Unity 3D, Blender, and Unreal engine.
- Ability to work well with others to achieve the desired result.
- A deep diver of technical information.

CERTIFICATIONS

- Salesforce Trailhead Ranger
- SoloLearn SQL Course
- Testout PC Pro - CompTia A+ equivalent
- Testout Security Pro - CompTia Security+ equivalent

PROJECTS

API Research & Development

- This project was part of my 12-month development plan to help grow my technical skills. API Research & Development specifically focused on learning No SQL databases while interacting with the Instagram Graph API. This allowed for data to be pulled on a user's posts and their metrics.

Site: <https://api-research-and-development.web.app/>

IT3D - IOS & Android Application Development, Manager

- During my time working for Indiana State University, I helped lead the project IT3D. This application helps teach students how to build a computer in a 3D virtual environment using Google Cardboard.

Google Play Store: <https://bit.ly/2TXhXRt>

PRESENTATIONS

MWERA Conference

- With our work on IT3D, we were able to receive funding from the College of Technology to present our work at MWERA. I had the opportunity to talk about my experience of application development to over 50 individuals. It was a very eye-opening experience of the future of student involvement in the classroom

SURE Conference

- During this presentation, I was able to show my work to many different students and faculty of Indiana State University. Our team was able to have multiple stereoscopic headsets to let the audience interact with the 3D labs we had created. These labs were created to see if there was a difference between distance learning or hands-on learning

AFFILIATIONS

- Secretary & Founding Member, Delta Sigma Phi, 2016 to 2019
- Secretary, IEEE, 2018 to 2019
- Public Relations, Sycamore Technologist, 2018 to 2019