

# Cassie Mero

Product Expert



## About

Joining Marketware came at the perfect season of my life, and I am very grateful to be a part of the team. Before becoming a product expert, I worked in customer service for 6 years, with the last 3 being a customer service manager and trainer. To me, customer service and training go hand in hand for our clients.

I am excited to take my experience and be able to use it in a strategic way, supporting you in using our products. My goal is to get you and your team fully up to speed so Marketware can be an impactful tool to get you where you want to go.

## Interests

I try to spend as much time as I can with my family when I am not working. My husband and I have a very active little girl, and we love watching her grow. I also love to sing, be creative in any way possible, go camping and travel to anywhere with a beach.

## Why I Enjoy Client Support & Implementation

I enjoy finding creative ways to provide the best experience for our clients. I love to anticipate the needs of our clients before they even ask. All of our clients have different goals and business plans in mind. With that, I love to work side by side with your team and iron out exactly what we can do to help you get the most out of Marketware.

## How I Can Help

As a support team, we are your first line of contact when you need something. I will make sure that your request gets in the right hands so that we can accomplish the goals of your business. I know the ins and outs of our product, and love to help train you and your team on how to use it. Though my role is mostly reactionary, I am constantly working behind the scenes to make sure that you and your team have the best experience possible.

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