

Markel Snegirev

Spokane Valley, WA 99216
markelsnegs@gmail.com
+1509-9011063

To become a part of a driven environment in which, I am motivated to grow as a team member.

Authorized to work in the US for any employer

Work Experience

Team Leader

Junk Slayers - Spokane, WA
May 2019 to October 2022

- Managing schedules for appointments that occurred day by day.
- Customer relations and accepting payments.
- Working with the team on job sites to ensure projects were completed on time.
- Hands on with teammates and boosting morale.
- Took part in door to door sales and advertising.

Direct Support Professional (DSP)

SI Start - Spokane, WA
October 2018 to April 2019

Duties:

- Helping clients with every day activities
- Accompanying them to doctor's appointments
- Cooking and cleaning-Providing companionship
- Administering medications

Accomplishments:

- Working to improve, enrich and respect the lives of individuals with developmental, physical, and mental disabilities.
- Developed and implemented behavioral management care plans
- Developed and implemented plans for individuals to achieve greater independence and community integration.

Skills:

- Good stamina and use of physical restraints, if needed.
- Effective communication
- Attention to details
- CPR certified

Server

Denny's - Valley, WA
March 2013 to January 2019

Duties:

- Providing excellent wait service to ensure satisfactory visit.
- Taking customer orders and delivering food and beverages.
- Making Menu recommendations and sharing additional information with restaurant patrons.

Accomplishments:

- Was able to uplift the dining experience for guests.
- Very patient in stressful situations.
- Good personality helped with turning around many negative situations

Skills:

- Great communication between staff.
- Able to upsell certain product, when needed to.
- Taking accurate food and drink orders, by memorization.
- Able to read IDs and ensure age requirements are met.
- Serve food and drink, carrying multiple items at once.
- Multitasking
- Attention to detail when it comes to making sure dishes and equipment are well cleaned.
- Deliver checks/Handle bill payments
- Follow all regular health requirements

Cashier

Mobil Gas Station - Valley, WA

October 2017 to May 2018

Duties:

- Selling fuel and helping needing customers dispense fuel
- Selling groceries
- Taking payments
- Providing great customer service
- Compile and maintain reports and records
- Take daily inventory of items
- Pay company bills to vendors
- Maintain sanitation of store
- Tend to gas pumps
- Prepare food
- Stock shelves

Accomplishments:

- Attained valuable client/provider relationships to keep people coming back.

Skills:

- Able to balance cash registers and ensure cash drawer accuracy.
- Efficient with organization and cleanliness.
- Able to operate and maintain the store, even during the highest traffic times.

Billing Specialist/Customer Service Representative

Safeco Insurance - Liberty Lake, WA

June 2016 to August 2017

Duties:

- Routing customers on calls to the correct departments, based on their needs.
- Payment processing
- Updating contact/Billing information
- Verifying insurance coverage for third parties/Sending out proof of coverage when needed.
- Assisting customers with their personal online accounts. Such as navigating the site and troubleshooting problems.
- Searching through billing account history to find discrepancies in policy payments and explaining how the billing cycle works.

Accomplishments:

- Retaining customers, even after negative situations arise, preventing them from wanting to cancel policies.
- Repeatedly recognized for professionalism and for the ability to finish tasks in a timely manner.

Skills:

- Able to Listen/talk/type in a timely fashion.
- Maintained and organized files
- Able to educate customers on their premiums and details of their policies.

Tax Preparer/Sign Waver

Liberty Tax Service - Valley, WA

January 2011 to April 2014

Duties:

- Prepare tax returns for individuals or small businesses.
- Obtain additional information on taxable income, deductible expenses and allowances.
- Use all appropriate adjustments, deductions and credits to keep client's taxes to a minimum.
- As a sign waver, stood outside and performed tricks to bring in potential customers.

Accomplishments:

- Was able to bring in a good group of people daily, with entertaining moves with the signs.
- Appeared on the local news and provided free advertisement for the business.
- Was very efficient with providing very good results, when preparing taxes for clients

Skills:

- Very organized
- Being able to explain complex regulations in a way non specialists could understand.
- Time management

Education

High School Diploma

East Valley High School - Valley, WA

September 2006 to June 2010

Skills

- MENTOR
- CSR
- Call Center
- Customer Service
- Customer Care