


# Markel August

Software Engineer

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 Philadelphia, PA

## Experience

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### Kitchen Manager

**Burger King:**

 2021-2024  Philadelphia, PA

- Managed a team of cooks and food preparers, ensuring efficient and timely food production.
  - Maintained food quality and safety standards, adhering to all health regulations.
  - Prepared and cooked food according to company standards, ensuring consistent quality and presentation.
  - Maintained a clean and organized kitchen environment, fostering a safe and sanitary workspace.
  - Resolved customer complaints, addressing concerns, and maintaining positive customer satisfaction.
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### Service Technician

**Burger King:**

 2021-2024  Philadelphia, PA

- Repaired and maintained kitchen equipment, ensuring optimal operation and functionality.
  - Troubleshoot and diagnosed equipment problems, identifying root causes, and implementing solutions.
  - Ordered and replaced parts, maintaining a stocked inventory of essential equipment components.
  - Maintained a safe and functional work environment, adhering to all safety protocols and procedures.
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## Help Desk Support

### Burger King:

 2021-2024  Philadelphia, PA

- Provided technical support to employees, resolving computer and software issues.
  - Troubleshoot hardware and software problems, diagnosing issues, and implementing solutions.
  - Resolved customer complaints, providing efficient and courteous technical assistance.
  - Installed and configured software, ensuring successful integration and functionality.
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## High Ticket Sales Representative

### Wolf River Electric:

 2024- Ongoing  Philadelphia, PA, Remote

- Specialized in selling solar solutions.
  - Achieved sales targets through effective communication and negotiation.
  - Built and maintained strong relationships with clients.
  - Stayed updated on industry trends and product knowledge.
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## Tech Industry

### Independent Computer Builder & Seller:

 2018- Ongoing  Philadelphia, PA,

- Built and sold custom computers, catering to individual needs and specifications.
- Sourced and acquired components, ensuring value and optimal performance.
- Performed troubleshooting and repairs on built computers.
- Provided technical support to customers, addressing hardware and software issues.

# Education

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## Bachelor's Degree - In progress

[Community College Of Philadelphia](#)

 2024- Ongoing  Philadelphia, PA,


## High School Diploma


[Reach Cyber Charter](#)


 2019-2024  Philadelphia, PA

# Key Achievements

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 **WhatSchoolWork**  
Established a SaaS Program

 **Kitchen Manager**  
Was a Respected and Highly Skilled Manager

 **Artist**  
I like Art and like to implement  
my artistic talents into creating things

# Skills

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HTML/CSS Python Customer Support Solar Industry Customer Service  
Representatives API's Front-End Development/Back-End React/Tailwind(Learning)

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# Languages

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**English** Native **Russian** Conversational



**Spanish** Conversational

