

**Steven James Klemann**

2412 104th Ave SE

Lake Stevens, WA 98258 United States

Mobile: 425-535-8349 - Ext:

Email: steven.klemann@gmail.com

**Work Experience:****Puget Sound Equipment Sales**

8015 Broadway ave

Everett, WA 98203 United States

**08/2019 - Present**

**Salary:** 0.00 USD Bi-weekly

**Hours per week:** 40

**Outside Sales****Duties, Accomplishments and Related Skills:**

- Producing excellent customer service-Problem solving when issues arise
  - Wrote reports for monthly sales and stock
  - Identified any safety hazards with vehicles and inventory as part of my responsibilities to Manage and stock inventory of store.
  - Tasked with outside purchasing of items from other vendors.
  - Making sales calls to customers in a timely and efficient manor.
  - Expresses information to Customers through clear, convincing oral and written communications.
  - Demonstrates logical thinking when describing facts and concepts, and shapes communications to meet the needs of my cumstomers
  - Actively listens to customers and demonstrates understanding of their comments and/or questions.
  - Knowledge of filing, typing, entering data, maintaining records, taking shorthand, and using and completing forms.
  - Create and utilize and advanced filing system.
  - Track and maintain databases for rental and sales equipment.
- Assess, evaluates, and monitors programs or projects for compliance with Federal laws, regulations, and guidance.

Understands and appropriately applies principles, procedures, requirements, regulations, and policies related to specialized expertise.

Understands and appropriately applies procedures, requirements, regulations, and policies related to specialized expertise (for example, engineering, physical science, payroll, or timekeeping).

- Maintains credibility with my peers and boss on technical matters.

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### **Industrial Supply**

2415 Hewitt Ave

Everett, WA 98201 United States

**05/2018 - 07/2019**

**Salary:** 0.00 USD Bi-weekly

**Hours per week:** 40

**Store manager**

#### **Duties, Accomplishments and Related Skills:**

- Problem solving when issues arise
- Wrote reports for monthly sales and stock
- Inspected Stock levels and Products to make sure they were in compliance.
- Handled money transitions
- Identified any safety hazards with vehicles and inventory as part of my responsibilities to Manage and stock inventory of store.
- Provide excellent customer service and timely delivery.
- Prepare route for driver to maximize time and labor along with cost.
- Also tasked with outside purchasing of items from other vendors.
- Knowledge of compensation for employees pay and comp time off
- Apply proper compensation when calculating hours, comp time and PTO.

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### **Department of Veteran Affairs**

400 Fort Hill Ave.

Canandaigua, NY 14424 United States

**03/2016 - 11/2017**

**Salary:** 0.00 USD Per Year

**Hours per week:** 40

**First Party Contact Representative** (This is a federal job)

**Duties, Accomplishments and Related Skills:**

- Maintaining the responsibilities and protocols of teleworking from home.
- Mentor new employees.
- Respond to Veterans questions and concerns, researches, identifies, and resolves complex billing issues.
- Analyze problems based on knowledge and insight into previously encountered problems or develop clarifying questions throughout the course of the call for more complex or previously unencountered issues to distinguish the primary issue from related or secondary issues unrelated to pharmacy services in order to make the appropriate referral(s).
- Provides information and resolves issues related to Veterans health care benefits, first and third party billing, debt collections, pre-registration record updates, eligibility requirements, and credit card payments.
- Develop referrals and documents case activity for action by facility to include a wide range of topics .
- Processes (enters, authorizes, submits, and confirms) electronic payments (either Bank Account Debit or Plastic Card transactions) for VA Medical Care Copayments using the pay.gov website.
- Receives telephone calls from and provides information to the public about a variety of VA and related non-VA benefits available to Veterans, their dependents, and beneficiaries.
- Asks clarifying questions to ensure that the primary issue of the caller is identified and to identify any other concerns and issues that may or may not be related.
- Problem solving when issues arise

**Supervisor:** Deborah Webb (585-393-8143)

**Okay to contact this Supervisor:** Yes

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**Guardian Industries Corporation**

50 Forge Ave.

Geneva, NY 14456 United States

**11/2012 - 02/2016**

**Salary:** 17.92 USD Per Hour

**Hours per week:** 40

**Production Associate**

**Duties, Accomplishments and Related Skills:**

- Quick Problem solving when issues arise
- Digest schedules to run at maximum potential
- Analyze problems based on insight and knowledge into previously encountered problems
- Take on the duties of a supervisor when they are off: Respond to employees questions and concerns, resolving issues and clarifying information, as well as receive a variety of phone calls from employees and provides information
- Completes documentation
- Operate fork truck

**Supervisor:** Mike Meckley (315-382-9469)

**Okay to contact this Supervisor:** Yes

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**Monro Muffler & Brake Service**

2444 NY-414

Waterloo, NY 13165 United States

**05/2010 - 01/2012**

**Salary:** 10.50 USD Per Hour

**Hours per week:** 40

**Assistant Manager/Mechanic****Duties, Accomplishments and Related Skills:**

- Supervised employees
- Analyzed individual employee for performance and productivity on both qualitative and quantitative basis in relationship to established goals and objectives.
- Provided guidance and assistance to employees to resolve issues without involving a higher level of management.
- Provided administrative and human resource management functions relative to staff supervised.
- Interacted with customers and organizations on a daily basis
- Created the employee work schedule
- Received a variety of phone calls from customers
- Provided customers with information
- Responded to customer questions and concerns regarding but not limited to; billing issues and/or vehicle issues

- Processed electronic payments
- Kept customer information confidential
- Completed documentation on a regular basis

**Supervisor:** Ryan Irish (315-539-2668)

**Okay to contact this Supervisor:** Yes

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### **Blowers Agra Services**

4694 County Road 5  
Hall, NY 14463 United States

**05/2005 - 10/2009**

**Salary:** 12.50 USD Per Hour

**Hours per week:** 50

**Driver/Laborer**

#### **Duties, Accomplishments and Related Skills:**

- Interacted with customers on a daily basis
- Made delivers of seed and fertilizer to customers
- Provided information and answered questions customers had regarding seed and fertilizer
- Clarified and resolved customer issues
- Documented and kept inventory
- Operation of fork lifts/trucks
- Driving trucks and trailers for delivery to customers. - Small engine repairs, mostly on 5hp motors and pumps.

**Supervisor:** Steve Blowers (585-526-6907)

**Okay to contact this Supervisor:** Yes

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### **Education:**

**Romulus Central School** Romulus, NY United States  
High School or equivalent 6 /2001

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### **Job Related Training:**

- Nuts and Bolts
  - Certificate for selling cars
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### **References:**

Name	Employer	Title	Phone	Email
Joseph Kemp (*)	Guardian Industries Corporation	Production Associate	315-559-3588	
Mike Meckley (*)	Guardian Industries Corporation	Supervisor	315-382-9469	
Rodney Andrews (*)	Retired Military/ previously worked at Monro Muffler Brake &		315-694-8366	

(\*) Indicates professional reference

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### **Additional Information:**

- Excellent people skills and thrives on helping to solve problems
- Outstanding conflict resolution skills
- Superb communication skills, verbal and written
- Excellent computer skills
- PC and Microsoft Office literate
- Well organized and exhibit excellent time management
- Ability to work with a sensitive approach
- Willing to learn and a fast learner