Zachary Rosenfield
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EDUCATION

University of Connecticut, Bachelor of Arts, Communications, May 2018
Boston University, Paralegal Certification, October 2018
DrinkMaster Bartending School, Master Bartending Course, January, June 2022
T.I.P.S certification

Customer Service EXPERIENCE

Busser/Food Runner, Nash Bar & Grill, *Boston, MA* February 2022-Present

- Bussed tables and taught new incoming hirees
- Provided customer service and a fun experience to guests
- Ran food and greeted guests when appropriate
- Memorized table layouts, setting, and organization
- Worked security for a VIP memorial party when over staffed

Staff, **Dolphin Fleet Whale Watch,** Provincetown, MA June 2021-Present

· Supported positive customer experience, responding to questions and needs
· Stalked, cleaned and fed customers food and drink
· Provided assistance to the crew while managing duties inside the cabin
· Learned then Educated public about sea life and in doing so motivated myself and others

Summer Intern, **Chatham Anglers; Cape Cod Baseball Farm League** Summer 2014

· Assisted with; ticket sales, food management, merchandise sales and management, organizing team dinners after games, and operating camera for home games
· Front and Back office management

OTHER EXPERIENCE

Volunteer**, Big Brothers/Big Sisters,** Willimantic, CT 2017 school year

§ Provided companionship and support to two 3rd grade students, one with ADHD, assisted with homework, served as a playmate, and offered appropriate counsel

Counselor**, Boston Sports Club Summer Camp**, Lexington MA Summers 2011, 2013

§ Cared for campers ages 4-12
§ Assisted with facilitating outdoor and indoor activities
§ Supported campers transitioning between activities and events

Financial Analyst, **Accenture**, Austin, TX October 2019 - October 2020

§ Analyzed financials of $200B+ technology company validating accuracy of payments, statements, invoices, and receipts reconciling $3B per quarter
§ Identified discrepancies and reconciled financial issues for payments and receipts and facilitated resolution across the client, bank, and third party teams

§ Collaborated with different departments on various client communication tasks, consisting of verbal and written recommendations and progress reports on outstanding issues

Clerk & Legal Assistant, **Harlow Law Firm**, Austin, TX January 2019 – March 2019

§ Performed paralegal work for a new law firm
§ Communicated with clients, Managing and updating customers' finances and budgets
§ Organized and analyzed customer's accounts with CRM tracking technologies

Facilitated scheduling and progress of clients' cases by collaborating with the courts and record departments