

Zakayle Stowe BA

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Summary

I am a recent Bermudian university graduate with a combined 2 years in a professional environment, eager to apply research based and collaborative skills to the (re)insurance industry. My industry knowledge in customer service and managing research projects makes me a great fit for any position available. Interning has given me the knowledge I need to learn quickly and analyze clearly to achieve the best outcome for any task presented to me. Hospitality has given me the experience to work well in both team and solo settings, have excellent client retention and customer service skills, and understand and execute administrative activities to the best of my abilities.

Education

Associate in Claims | Estimate finish: 09/2023 | The Institutes

BA (Hons) English | 5/2021 | Wilfrid Laurier University

- Legal Studies option, where coursework mainly included reading through articles and contracts to execute research

High School Diploma | 06/2016 | Bermuda Institute

- Graduated with 3.70 GPA

Experience

Intern | Conyers, Dill, and Pearman | Summer 2019

Client Interaction

- Sat with private client, property, civil litigation and corporate associates and partners to work through specific tasks catered to their job titles
- Attended small claims court with associates and clients
- Formulated follow-up emails to clients when necessary
- Assisted in property litigation working directly with clients

Administrative/ Research Tasks

- Formatted summary for specific act (i.e. Limited Liability Company Act)
- Worked with Conyers Trust on specific trust accounts
- Studied LCC act in order to implement into documents given by mentor
- Transferring print information into Conyers database and Microsoft Word/Excel documents
- Recorded and filed all relevant information from each court case attended under guide of mentor
- Sat in on various meetings to aid in research

Bartender | St. Regis Bermuda Resort | 2021 - 2022

Client Interaction

- Created memorable experiences for clients that facilitated long lasting relationships
- Contributed to stellar reviews made online
- Implemented client requests whenever needed

Administrative/ Research Tasks

- Trained new hires
- Answered phone calls, bookings and emails when in office

- Assisted in schedule creation, recipe formulation, and menu editing
- Learned and memorized new recipes, tasks, and position information quickly and efficiently
- Provided assistance to General Manager, Director of Food and Beverage and Marketing heads in order to contribute to marketing and directive changes within company

Additional Achievements

Organizations

- Devonshire Recreation Club Social Media Team (2022-2023)
- The Institutes for CPCU Introduction to Risk Management and Insurance (2022)
- Conyers, Dill, and Pearman mentorship guided by Sophia Greaves (2019-2021)
- DV Bermuda Limited mentorship guided by TJ Quinn (2019)
- Laurier Pre-Law Society (2016 – 2021)
- Intern at Solstice Bermuda – CAP Program, and the Family Centre (2016)
- Shadowing at Bermuda Ministry of Health – Bermuda Mental Health Foundation (2016)

Leadership Activities

- English/Film Studies Student Rep. In-Council (2019-2021)
- Social Vice President for the Bermuda Institute Student Association (2015-2016)
- National Honour Society Member (2014-2016)

references made available upon request