

Mackenzie Holanda

Wilmington, NC
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SUMMARY

Motivated and results-driven professional with a passion for marine conservation and education. Seeking to contribute by leveraging strong skills in leadership, problem-solving, and teamwork.

EDUCATION

University of North Carolina Wilmington

December 2025

Major: Communication

Cleary University

May 2022

Associate of Business Administration

EXPERIENCE

Dolphin Research Center | Grassy Key, FL

May 2025 - September 2025

Education Intern

- Lead and participate in seminars and activities for guests.
- Assist in planning and developing outreach programs.
- Observe and present public narrations and answer guest questions.

Terrazzo Trattoria | Wrightsville Beach, NC

June 2023 - Present

Server | Bartender

- Deliver exceptional customer service to guests, ensuring a memorable dining experience.
- Effectively manage multiple tables in a fast-paced environment, maintaining high attention to detail.
- Train and mentor new team members to uphold service standards and efficiency.

Sushi Zen

Assistant Manager | Server | Bartender | Host

June 2018 – June 2023

- Oversaw daily operations, staff schedules, and customer satisfaction metrics as Assistant Manager.
- Excelled in multitasking roles, including serving, bartending, and hosting, to support team operations.
- Managed inventory and supply orders, ensuring efficient service delivery.

ViaSat

Global Outreach Intern

March 2019

- Supported community engagement initiatives through outreach programs and event planning.

- Collaborated with the team to promote environmental sustainability and corporate
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SKILLS

- Project/Personnel Management
 - Problem Solving
 - Conflict Resolution
 - Non-Profit Management
 - Record Keeping
 - Microsoft Office (Word, Excel, PowerPoint)
 - Customer Service
 - Organization
 - TIPS Certified
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COMMUNITY AND VOLUNTEERISM

- Livingston Humane Society, Howell, MI
- Helene Aid, Western North Carolina
- Flint Water Aid, Flint, MI
- Volunteers of America Meals on Wheels