

Sophia Festini
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PROFESSIONAL SUMMARY

Dependable individual with experience in legal, customer service, and community-based environments. Recognized for strong organizational skills, communication, and adaptability while maintaining accuracy and professionalism in fast-paced settings.

EDUCATION

Bachelor of Science: Energy & Environmental Policy | University of Delaware 2026 | Newark, DE

EXPERIENCE

Russo & Rizio, LLC.

Internship | Southport, CT | December 2025 - January 2026

- Gathered and organized information to assist clients pursuing tax appeals, supporting over 50 active cases, and ensuring accuracy and completeness of relevant documentation
- Prepared tax appeal forms for submission on behalf of clients, managed responsibilities following the internship period
- Researched regulatory requirements relevant to client projects, providing actionable findings to support case preparation
- Edited attorney narratives and fact-checked supporting notes to ensure alignment and accuracy of presented information
- Retrieved and organized documents and materials for attorneys preparing for Planning & Zoning Commission meetings
- Attended Historic District Commission hearing, gaining exposure to local government proceedings and review processes
- Utilized land record database to compile and record sales data for hundreds of properties in Fairfield, CT, contributing to market analysis reports comparing firm performance against competitors

Doughnut Inn Coffee Shop

Cafe Worker | Fairfield, CT | July 2021 - January 2026

- Built positive customer relationships by providing attentive service and resolving questions or concerns promptly, contributing to a welcoming customer experience
- Trained new employees on daily operations, customer service expectations, register and drive-thru procedures to promote consistency and efficiency during shifts
- Managed opening and closing responsibilities, including balancing cash drawers and preparing the café for daily operations while maintaining accuracy and accountability

Snap Custom Pizza

Artisan | Newark, DE | August 2024 - May 2025

- Prepared customized food orders with accuracy and efficiency, ensuring quality standards were consistently met
- Organized and replenished ingredients and supplies throughout shifts to minimize delays and maintain workflow

Captain's Cove Seaport Restaurant

Cashier | Bridgeport, CT | May 2021 - June 2021

- Processed customer transactions accurately while balancing cash handling responsibilities in a fast-paced environment
- Maintained a clean and sanitary front-of-house environment to promote a positive guest experience

Harbor Light Summer Camp Counselor

Counselor In Training | Fairfield, CT | Summer 2019 & 2020

- Supervised and ensured the safety of groups of children throughout daily activities, field trips, meals, and recreational periods while fostering a positive and inclusive environment
- Provided individualized support for campers with special needs through one-on-one engagement, adapting activities and communication strategies to meet each child's unique needs

Nauti Dolphin Pizzeria

Customer Service Representative | Fairfield, CT | August 2019 - March 2020

- Managed phone orders and communicated customer requests clearly to kitchen staff, supporting efficient order fulfillment
- Resolved customer questions and concerns professionally to maintain high standards of customer service and satisfaction

COMMUNITY ENGAGEMENT

Here For You™ Ambassador

Student Ambassador | Fairfield, CT | 2023 - Present | Promotes mental health awareness and advocacy initiatives

Southport Park Ambassador

Park Ambassador | Southport, CT | 2013 - Present | Assists with annual park clean-up and special community events

UDance Participant

Participant & Fundraiser | Newark, DE | 2024 - 2025 | Raised funds to support childhood cancer research