

Zachary Peterson

Business operations and practical AI

zacharyjpeter@gmail.com | linkedin.com/in/zacharyjpeter94

Business operator and educator who builds AI tools around real business needs. Combines finance, booking oversight, IT operations and systems integration with adult education.

Selected experience

Toshi Stay and Toshi Partners

Operations & Systems | Sep 2023 - Present

Build and operate systems for monthly accounts, booking decisions, guest feedback and websites. Set business rules, check source records and keep human review over money and messages.

Oversee all Toshi IT, including computers, passwords, accounts and access. Manage devices and users through JumpCloud and connect business systems through APIs and AI integrations.

- Helped recover \$6,313 across 10 unpaid bookings through a custom monthly accounting process.
- Produced a 17-sheet financial workbook by validating 53 inputs for the August 2026 close.
- Produced weekly booking action plans covering two months by checking vacancies, prices and payments.
- Created 21 action categories by grouping 381 feedback mentions in September 2026.
- Built three websites with two brand systems to serve guests, owners and student housing.

Monthly closing with business context

The previous close took 1-2 weeks using QuickBooks and an accountant. Missing financial access and booking context could leave the workbook incomplete or inaccurate.

Built a process that connects financial records, booking history and staff notes. Apply direct knowledge of bookings and operations to investigate missing information and check the logic.

Teaching experience

University of Oklahoma

Adjunct Instructor | Jul 2021 - May 2023

- Earned the 2021 Outstanding New First-Year Instructor award through teaching and student support.
- Taught academic success through practical lessons in time management, study habits and planning.
- Connected classroom learning to outside experience with 4-6 guest speakers per semester.

Zachary Peterson

Additional experience

Zogo

Customer Support Manager | Contract | Jul 2022 - Present

Support a financial education business through team training, customer research and clear follow-up.

Earlier team development

- Trained six agents across four time zones to address a 10,000-ticket backlog in three months.
- Standardized customer help through a Zendesk help center and more than 50 reusable replies.

Current AI workflow

Built with Claude Code and Codex to research tickets, prepare reviewed replies and turn recurring issues into engineering work.

Customer Support Specialist | Apr 2021 - Jul 2022

- Led the move from HubSpot to Zendesk, bringing support and customer feedback into one system.

Paycom

Software Project Manager | Nov 2023 - Dec 2024

- Coordinated 20+ concurrent projects across three software teams and more than 30 contributors.
- Made priorities and dependencies visible through shared project plans and progress dashboards.
- Trained two project managers through hands-on guidance in software delivery and team coordination.

University of Oklahoma

Student Program Coordinator / Senior Coordinator | Feb 2020 - Oct 2023

- Supported financial planning for 1,000+ students annually by coordinating university resources.
- Reached more than 460 attendees through a virtual Financial Wellness Week.
- Built a 30/60/90-day onboarding process to guide new MoneyCoach staff through their first months.

Education

Master of Education in Adult Education | University of Oklahoma | 2021

Bachelor of Education | University of Oklahoma | 2017

Practical strengths

AI-assisted workflow design, IT operations, systems integration, financial source checks, booking analysis, customer support systems, adult learning and team training.

Build tools: Claude Code, Codex, Claude Design and Lovable. Business tools: Hostfully, Zendesk, Jira, Google Workspace and Excel.

IT and integrations: JumpCloud; application programming interfaces (APIs), including Google APIs; Model Context Protocol (MCP) connections between AI tools and business systems.