

Rhett Richardson

rhettmrichardson@gmail.com

SUMMARY OF QUALIFICATIONS

- Background in Interpersonal Communication Research and Financial Services, with an emphasis in organizational development and relationship building.
- 10 years Customer Service and Relationship Management experience in client facing roles across retail, food service, and financial service industries.
- 3+ years of experience in Financial Services, 3+ with the Firm
- 2 years of experience in Teaching/Education

EDUCATION, HONORS & CERTIFICATIONS

FINRA Registered Representative Licenses

December 2017

-Series 7, 63

Master of Arts in Communication Studies

May 2017

-Organizational Communication

University of North Texas

Denton, TX

Bachelor of Arts in Communication Studies

December 2014

-Minor – Marketing

University of North Texas

Denton, TX

PROFESSIONAL EXPERIENCE

Sr. Enhanced Relationship Specialist

September 2017—Present

-Advisor Custody & Trading Services

Charles Schwab & Co.

Denver/Lone Tree, CO

Senior Enhanced Relationship Specialist in the Premier Wealth Group 10, Advisor Custody & Trading Services (ACT) organization. I perform a client facing role facilitating the maintenance and enhancement of operational efficiencies for Registered Investment Advisors who custody client assets with Charles Schwab & Co. This role is a high touchpoint for our Advisor Services clients dedicated to ensuring excellence through consistent communication and collaboration with internal and external partners, acting as an extension of advisory firm operations and creating an added value proposition for current and future advisory partnerships. As a Senior Enhanced Relationship Specialist, my duties include:

Relationship Management & Customer Service

- Accountability aligned relationship management, assigned market segment covering investment advisory firms with \$1 Billion+ assets under management.
- Conducting account maintenance, monetary transactions, data reconciliation, and information gathering for client inquiries.
- Investigative Research when reviewing end-client historical monetary/securities transactions, utilizing archived transactional data and documentation when required.
- Client data management and maintenance through Salesforce CRM, proprietary applications, and Microsoft Suite (Excel, PowerPoint, Word, OneNote).

Interorganizational Collaboration

- Member of geographically distributed team located between Denver Colorado and Westlake Texas, with other operational and support teams located across the U.S. (AZ, CA, CO, FL, MN, TX).
- Coordinating with Managing Directors, Regional Sales/Relationship Managers and Operational Service Teams for service inquiries and problem management/resolution.
- Multi-Channel communication through primarily email and phone, with internal collaboration through email, Microsoft Teams and WebEx online meetings.

Brand Promotion and Peer Mentorship/Training

- International Account and Alternative Investment Subject Matter Expert.
- Advisor Services New Hire Mentor
- Advisor Tours Presenter – Digital Tools/Services
- Public Speaking experience through company led events.
- Focus Group and product testing participation

Graduate Teaching Assistant

August 2015—January 2017

-Department of Communication Studies
University of North Texas

Denton, TX

Course Instructor and Assistant covering communication principles, public speaking etiquette & organization, and communication research and writing.

- Created daily presentations to support provided lecture materials for 3 Communication Studies courses per college semester, with between 15 to 30 students per class.
- Fostered deep learning and comprehension by integrating curricula with everyday situations, establishing a strong foundation for students to connect with course materials, and focused on creating equity in the educational space by contextualizing education through lived experiences.
- Scheduled office hours to provide students with supplemental instruction and feedback on course progress.
- Utilized multiple applications (Blackboard, Email, Message boards/Forums) to maintain student course work, grades, and provide online/distance instruction.