AdityaGorti

Innovative, motivated, and accountable customer service professional with a wide range of experience in the customer service field including escalation resolution, customer education, and customer satisfaction metrics.

# EMPLOYMENT

2011 - present SERVICE 360 ANALYST – LPL Financial

**Highlights:**

* Successfully planned and deployed a project for a new direct trading platform geared towards high net worth clients.
* Managed a project to redesign new hire training and cut down training period by 2 weeks.
* Created an escalation response method to effectively handle advisor escalations causing a 22% increase in advisor satisfaction.

**Summary:** Work with a team to service a group of the highest grossing financial

advisors. Responsible for preparing daily market alerts and selling

proprietary LPL models to the advisors. Organize and prioritize

escalations. Interface with the advisors to create LEAN processes. Also

involved in ongoing education initiatives to train advisors on new

programs.

2008 - 2011 MARKETING MANAGER – Lakewood Wholesale

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2005 - 2008 MARKETING ASSISTANT – Green Energy United

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2003 – 2005 WRITER – Constant Content

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# EDUCATION

2001 – 2003 BACHELOR OF SOMETHING – Green Elephant Arts University

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# AWARDS

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