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.

2014– Present remote support agent – Weebly

**Highlights:**

* Achieved a consistent customer satisfaction rating of 85% or higher
* Constantly place in the top 10 for all remote support agents in regards to customer tickets answered and customer satisfaction.

**Summary:** Provide support for a variety of issues including billing enquiries,

technical help with building sites, basic SEO techniques, etc. Tasked with keeping ownership of an issue until the customer is completely satisfied and the issue can be considered closed.

2009 - 2011 Service account manager – Ametek

**Highlights**:

* Instituted a transparent feedback system including both the line techs and end users resulting in a 22% drop in complaints within a quarter.
* Developed several webinars to train end users in our products. Recruited line techs to provide easy to understand instructions, thereby also illustrating the competency of the support personnel.
* Exceeded sales goals for warranty/service packages every quarter.

**Summary**: Handled all East Coast accounts and was tasked with overseeing all

service issues for these dedicated accounts. Responsible for

recognizing and cataloguing any troublesome trends with the product

line. Liaised with several divisions including line technicians, logistics,

training solutions and supply to ensure deadlines were met. Also

involved in upselling warranty and service packages.

2004 - 2008 LOan officer – 4Refi.com

**Highlights:**

* Originally hired as a telemarketer but promoted to loan officer within 4 weeks.
* Achieved top producer honors 7 times
* Trained several telemarketers in successful cold calling techniques

**Summary**: Gathered leads both through cold calling and networking for home

purchases and refinances. Liaised with title companies, mortgage

brokers and banks to bring the loans to completion within a 30 day

window.

2004 – 2009 specialist – US Army Reserve

**Highlights**:

* Founded and led yearly volunteer food drive to feed the homeless.
* Awarded Army Achievement Medal for preparing rapid deployment of unit.

**Summary:** Led squad of 8 in combat operations. Trained as a light wheel

mechanic and helped run the supply/logistics for our unit.

# EDUCATION

2008 – 2012 BACHELOR OF Science – University of California, San Diego

* B.S in Electrical Engineering

2005 – 2008 associate/transfer - Mount San Antonio College

# recognitions

2014 peer award - Quarterly award given to those demonstrating a passion for

excellence.

2013 toastmaster inaugral member - Founding member of our club.

2009 army acheivement medal – Awarded for executing a rapid deployment.

2007 Admiral club – Awarded to the 10 highest grossing reps in a year.

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