Elliott Miller

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# PROFESSIONAL EXPERIENCE

**Brokerage Operations Representative II/III** *April 2017-Current*

*Fidelity Investments; American Fork, UT*

* Maintain industry compliance and internal policy for customer new account and maintenance requests
* Achieve 100% processing accuracy while exceeding productivity goals by more than 10%
* Coordinate directly with business partners to improve software and workflow efficiency
* Create Excel macros for a 60% reduction in time spent distributing team’s metrics and reports

**Full Trader** *July 2015-March 2017*

*Fidelity Investments; American Fork, UT*

* Engaged with over 7,000 investors to ensure financial needs and goals were met
* Executed equity, mutual fund, and fixed income trades on retail accounts with over 99% accuracy
* Received the leadership award, “Excellence in Action” for two consecutive quarters
* Exceeded customer satisfaction goal by over 20% by using clear, professional, and concise language
* Designed Excel calculators which reduced team complex trade calculation time by 50-80%

**Intern** *September 2013 – December 2013*

*U.S. Department of Commerce; Washington, D.C.*

* Prepared talking points for Department of State interlocutors (e.g., Secretary John Kerry)
* Cooperated with ambassadors, consulting firms, and large corporations to answer their questions

# EDUCATION

**Northwestern University** *Anticipated graduation in Fall 2019*

*Master of Science in Predictive Analytics*

* Coursework: Python, R, SQL, Tableau

**Brigham Young University** *Graduated**April 2015*

*Bachelor of Arts in Economics, Minor in Business Management*

* Coursework: Econometrics, Finance, Accounting, Marketing

# TECHNICAL SKILLS AND PROJECTS

* Excel, Word, PowerPoint, Tableau, SQL, Python
* Created mock executive dashboard using Tableau to evaluate company revenue across multiple variables
* Quantitative analysis on relationship between road traffic and air quality in Utah using STATA

# VOLUNTEER SERVICE

**Full-time Volunteer Representative** *June 2009 - July 2011*

*The Church of Jesus Christ of Latter-day Saints; Apia, Samoa*

* Maintained an 80-hour week teaching religious lessons in foreign language
* Managed more than 30 volunteers through regular trainings and interviews

**Fidelity Cares** *September 2017*

* Renovated local Title I elementary school for company sponsored Transformation Day