

**OBJECTIVE**

Customer service & operations professional seeks on-site role in investment services.

**QUALIFICATIONS SUMMARY**

- Superior problem solving and research skills; communicates effectively to resolve challenges.
- Innovative thinker with a history of success in business process improvement.

**PROFESSIONAL EXPERIENCE**

**RTI WEALTH MANAGEMENT** – Salt Lake City, Utah  
**Client Relations /Practice Manager**

**2023–Present**

- Working with an independent wealth advisor practice, using my experience to build trust with clients and to grow the business by ensuring that client interactions go above and beyond expectations.
- Duties include managing the practice of an independent wealth advisor, ensuring that all information needed to service the business is up-to-date and readily available. This ranges from simple tasks such as maintaining the contact lists and calendar in LPL ClientWorks and Redtail CRM, to ensuring client documents are properly filled out and signed to satisfy compliance and regulatory matters, and to researching investment-related information such as corporate actions memos and tax consequences of ownership of individual securities.

**CYCLING UTAH/CYCLING WEST** – Salt Lake City, Utah  
**Assistant Editor/Freelance Writer/Photographer**

**2011–Present**

- Assistant Editor starting February 2019; duties include copy & results editing, scheduling articles for publication's website using WordPress, and managing the daily & weekly newsletter mailing list process using Mailchimp. Spearheaded coverage of the 2019 Larry H. Miller Tour of Utah.

**BACKCOUNTRY.COM, LLC / Competitive Cyclist** – West Valley City, Utah  
**Gearhead Operations/Sales - Bike Division**

**2016–2018**

- Provided customer service & sales of bicycles and associated hard- and soft-goods for major online retailer. Sold approximately \$600,000 in 2017. Sold approximately \$700,000 in 2018 through November.

**MORGAN STANLEY** – San Francisco, California & South Jordan, Utah

**1999–2016**

**Senior Registered Operations Specialist** with a global investment services firm, providing support services for Global Stock Plan Services, Corporate Actions/Re-Org, Mutual Fund Operations, Client Tax Services, and Premier Service Center departments. Series 7/63 Registered Representative (2000-2016).

- Providing superior customer and trading services to clients participating in company equity compensation plans, including option grants and exercises, restricted share unit grants and vesting, employee stock purchase plans, and directed share programs.
- Demonstrating extensive knowledge of tax consequences of the purchase, sale, and holding of securities in both retail investment and stock plan services accounts.
- Researching corporate actions history to assist with cost-basis calculations for securities.
- Exhibiting comprehensive knowledge of client and branch-facing applications and operations procedures

for voluntary and mandatory corporate actions on equity and fixed-income securities.

- Providing a full-range of expedited services to meet the needs and expectations of Morgan Stanley's Reserve/Select (high-net-worth) clients, top-tier Financial Advisors (Premier Service Center), and Branch Management (GWMG Branch Management Support).
- Collaborating with Morgan Stanley management to build a network to facilitate action and change, improve relationships with various operational departments, and help resolve highly-visible and delicate client-facing issues.
- Recognized by senior management as a "go-to" person, who has helped save a number of client relationships.

**VETTA USA LIMITED** – San Francisco, California **1997–1998**  
**QC/Warranty Manager & Customer Service** for bicycle accessories manufacturer/marketing firm.

**WINTERLAND PRODUCTIONS** – San Francisco, California **1989-1997**  
**Production Administration** for a global concert merchandising company, a former subsidiary company of MCA-Universal.

- Designed and implemented an Excel-based pricing program to streamline and standardize pricing of products, reducing errors created by manual calculation.
- Maintained Scheduling System and Inventory, Itinerary, and Artist Master files, and generated SKUs, work-order & sales entry, invoicing, inventory control, and order distribution.
- Sourced, scheduled, and produced limited-edition souvenir items for musical artist fan clubs, management companies, and touring staff.
- Tracked production and quality statistics, as well as sales of concert merchandise, to ensure timely delivery of high-quality products to clients.

## EDUCATION

**GOLDEN GATE UNIVERISTY**, San Francisco, California – Political Science  
**UNIV. OF CALIFORNIA, SANTA CRUZ**, Santa Cruz, California – Politics & Economics  
**INTERNATIONAL SCHOOL OF BRUSSELS**, Brussels, Belgium – College Preparatory

## PROFESSIONAL DEVELOPMENT

**MORGAN STANLEY** – Multiple Global Operations and Service Awards for Excellence.  
**SHIMANO S-TEC** – Certified Technician.  
**PROFESSIONAL BICYCLE MECHANICS ASSOCIATION** – Member.

## OTHER

**USA CYCLING** – Road/CX Race Official "B" (License #99317), Race Director, Moto "Pillion" since 2008  
**UTAH CYCLING ASSOCIATION** – Member, Board of Directors, 2016-2018  
**UTAH CYCLOCROSS SERIES** – Chief Race Official, 2003-2022  
**UTCX CROSS OUT CANCER** – Volunteer, cycling event to fundraise for Huntsman Cancer Foundation  
**RICHARD SACHS CYCLES** – Created & maintained web presence from 2001-2018  
**PACENTI CYCLE DESIGNS** – Created initial web presence  
**RIVENDELL BICYCLE WORKS** – Created initial web presence