

Robert Hendrickson

"What I have to offer is Me"

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PERSONAL STATEMENT

Through the combination of passion and ability, I fully employ my unique creativity and experience in a fresh, forward-thinking approach to problem solving that is as efficient as it is humanistic. What I bring to the table is who I am.

PROFESSIONAL EXPERIENCE

*TransPerfect Translations. New York, NY
March 2010 - November 2011*

QUALITY MANAGEMENT MANAGER

- Directed the Spanish/Portuguese and Romance Languages departments (12 internal employees and 50+ external vendors), the two largest by work volume.
- Allocated departmental daily translation work volume internally and contacted and arranged for external vendor collaboration.
- Handled 66% percent of the company workflow for the Quality Managing process (22-33% of the entire production process).
- Spearheaded troubleshooting time-sensitive projects for VIP clients.
- Monitored employee and departmental performance.
- Started the position managing one single department, was later promoted and took over another.
- Transitioned from Project Manager.

PROJECT MANAGER

- Assigned project production resources from start to finish for specific clients (Starbucks, Covidien, P&G, and others).
- Contacted hundreds of international vendors by e-mail and phone scheduling turnaround times within budgetary constraints.
- Liaison between the production and sales departments.
- Ensured that all projects maintained client-ready quality.
- Brought in monthly revenue of 30-50K per month.

*Mildred's Big City Food. Gainesville, FL.
Aug. 2008 - July 2009*

SERVER & BARMAN

- Excellent knowledge of sustainable haute cuisine, fine wine, and mixology.
- Balanced timeliness and efficiency with customer expectations in a composed and cordial manner.
- Started out on casual lunch shifts and worked up to the fine dining evening and special event bistro.
- Trained new hires.

*Cold Stone Creamery. Gainesville, FL.
Jan. 2006 - Oct. 2006*

ASSISTANT MANAGER

- Supervised a team of employees during shifts
- Started off as an entry level hire and was quickly promoted to Assistant Manager.
- Maintained consistency of on-brand customer experiences.
- Trained and hired new employees.
- Key holder for the location.

EDUCATION

University of Florida 2004 - 2008
BS in Marketing and French minor.
University of Paris IV (La Sorbonne) 2007
Advanced Level French Language.

LANGUAGES

French (Fluent)
German (Basic)
DFA-I French Business accreditation
Public and televised speaking

COMPUTER SKILLS

Microsoft Office
Apple OSX
ProTools
Adobe Photoshop
Adobe Illustrator
Adobe InDesign
Final Cut Express
Point of Sale (POS)
Facebook
Twitter
WordPress
Tumblr

DESIGN PORTFOLIO

robhendricksondesign.com

REFERENCES

Available upon request