**Robert Royland** [robert.royland@gmail.com](mailto:robert.royland@gmail.com)

19 Harding Street ▪ New Britain, CT 06052 ▪ (860) 518-5222

**Objective:** Seeking a position managing, or performing, clerical, administrative, human relations or customer service tasks in a professional office environment

**Summary of Qualifications**

* Proven management abilities, but also work well alone, and without supervision
* Excellent communication skills, including ability to communicate in conversational Spanish
* Outstanding problem solving skills
* Computer skills include MS Word, Excel, PowerPoint, Access

**Experience**

## **Recruiter/Field Operations Supervisor** U.S. Census Bureau, New Britain, CT 2009-2010

* Coordinated, performed recruiting, testing, evaluation, hiring and training of Census Bureau applicants
* Coordinated scheduling/assignment/management of 80 employees responsible for office operations in support of, and field operations requiring canvassing of tens of thousands of addresses for 2010 Census

# Procurement Specialist/QA Clerk Atlas Stamping, Newington, CT 2007-2008

* Price quoted, procured, certified, allocated raw materials used to fabricate aerospace engine parts
* Conducted internal audits; developed, implemented, documented corrective/preventive actions generated

**Property Management** Richmond, VA & Springfield, MA 2003-2005

* + Collected rent, painted interiors and exteriors, performed landscaping, maintenance and minor repairs of privately owned rental properties to include electric, plumbing, roofing, fence installation, etc.
  + Resolved customer-related needs, interviewed and hired contractors for major repairs as necessary

**Executive Assistant** Bank One, Dallas, TX 1999-2002

* Performed all manner of administrative support for North TX Group of 20 private bankers
* Tracked productivity
* Made travel bookings and arranged conferences, training sessions and employee recognition events
* Shipped and received all mail, including FedEx and bulk mailings
* Calendar management for direct supervisor
* Administration of performance reviews and upkeep of personnel files

**Registrar’s Office Clerk** American International College, Springfield, MA 1999

* Updated student transcripts, provided transcripts to all requesting current and former students
* Registered students for classes and disenrolled them from classes, as necessary

**Maintenance Control Technician** U.S. Postal Service, Springfield, MA 1989-1994

* Dispatched mechanics to perform corrective, emergency and preventative maintenance of multi-million dollar equipment in the largest bulk mail facility in New England
* Kept detailed logs of all maintenance performed by more than 12 mechanics

**Education**

Liberal Arts Studies Springfield Technical Community College

Diploma Classical High School, Springfield, MA

**Honorably Discharged United States Marine Corps Veteran**