

Travis A. Hendrickson  
638 W. Barrow Dr., Chandler, AZ 85225  
(480) 247-0594  
[tahendri@asu.edu](mailto:tahendri@asu.edu)  
[tahendri.github.io](http://tahendri.github.io)

## **Education:**

Bachelor of Science in Informatics  
Ira A. Fulton Schools of Engineering  
Arizona State University, Tempe, AZ

May 2016

## **Academic Awards:**

Dean's List: 4.14 GPA, 14 Credit Hours  
Dean's List: 3.59 GPA, 22 Credit Hours

Spring 2014  
Spring 2016

## **Technical Skills:**

MS Office Suite, LMS, Shared Drive Environments, Java, SQL, HTML5, CSS3, Javascript

## **Employment:**

Precision Technology, Inc, Tempe, AZ

May 2012 – February 2013

*Administrative Assistant/Quality Technician*

- Created SOP documents for over 10 different tasks based on feedback from other employees and my own experience
- Sorted hundreds of pieces of tooling by type and size
- Operated CNC machine to produce parts
- Scanned work orders, blueprints, and other documents into the server database
- Performed various office tasks, including filing paperwork, emailing customers, answering the phone, and upgrading workstations
- Delivered urgent orders to customers
- Operated CMM machine to ensure quality control

Disability Resource Center, Arizona State University, Tempe, AZ

June 2014 – December 2014

*Scanner/Editor*

- Converted documents to the appropriate format using MS Office Suite
- De-bound textbooks using industrial book cutter
- Proofread E-text files
- Created braille and tactile diagrams for visually impaired students

Disability Resource Center, Arizona State University, Tempe, AZ

January 2015 – May 2016

*Braille Team Lead/Supervisor*

- Trained new employees on braille procedure
- Distributed assignments to other Braille team members
- Oversaw workflow of Braille documents using online database
- Developed and implemented SOP documents and manuals for future Braille employees
- Managed the work of five Braille team members
- Participated in weekly leadership meetings, wrote agendas
- Collaborated with supervisor and other team leads to develop a more efficient working environment

Synchrony Financial, Phoenix, AZ

August 2016 – Present

*Universal Fraud Agent*

- Answered inbound calls related to account fraud
- Upheld an excellent customer service experience
- Maintained account security by following exact procedures
- Processed fraud claims utilizing 17 different DOS and Windows applications
- Adhered to strict quality control guidelines
- Participated in LMS-assigned e-learning