

Robert T. Henderson

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PROFESSIONAL SUMMARY

Results-driven Rental Service Lead with over 10 years of experience managing multi-million dollar machinery fleets. Proven expert in contract negotiation, loss prevention, and technical equipment consulting. Dedicated to maintaining 98% inventory accuracy and driving repeat business through superior technical support.

WORK EXPERIENCE

Senior Rental Service Manager | United Rentals | Houston, TX

May 2018 - Present

- Standardized rental workflows for a \$45M fleet of industrial power and HVAC equipment.
- Increased branch annual revenue by 18% through the development of a strategic account management program for major construction firms.
- Reduced equipment turnaround time by 30% by integrating real-time GPS tracking with maintenance schedules.
- Negotiated national service contracts with three Tier-1 vendors, reducing maintenance costs by 12% annually.
- Mentored a team of 10 rental agents, achieving the highest customer satisfaction rating in the Southwest region for two consecutive years.

Rental Sales Supervisor | Sunbelt Rentals | Dallas, TX

Aug 2013 - Apr 2018

- Managed the daily rental operations for earthmoving machinery and aerial work platforms.
- Executed complex lease agreements for heavy industrial projects, ensuring 100% accuracy in insurance and liability documentation.
- Implemented a digital damage-tracking protocol that resulted in a 40% increase in successful damage claim recoveries.
- Optimized inventory levels using predictive analytics, maintaining a 92% fleet utilization rate during peak seasons.
- Orchestrated safety training workshops for clients, reducing on-site equipment incidents by 15%.

Rental Service Coordinator | Herc Rentals | Austin, TX

Jun 2010 - Jul 2013

- Facilitated the rental process for high-demand tangible goods including generators and specialized pneumatic tools.
- Processed an average of 50 transactions daily with zero discrepancies in financial records or billing cycles.
- Conducted detailed pre-delivery inspections to ensure all machinery met rigorous manufacturer safety standards.
- Collaborated with the logistics team to coordinate the delivery and pick-up of equipment across a 100-mile radius.

EDUCATION

University of Texas at Austin | Bachelor of Science | Logistics and Supply Chain Management

Sep 2006 - May 2010

Houston Community College | Associate of Applied Science | Heavy Equipment Technology

Sep 2004 - May 2006

SKILLS

Heavy Machinery Procurement, Inventory Management Software (ERP), Preventative Maintenance Tracking, Asset Lifecycle Management, Safety Compliance & OSHA Standards, Contract Negotiation, Insurance Verification, Revenue Optimization, Loss Prevention, Accounts Receivable

CERTIFICATIONS

Certified Rental Professional (CRP) | American Rental Association (2015)
OSHA 30-Hour Construction Safety | Occupational Safety and Health Administration (Nov 2019)

LANGUAGES

English (Native)
Spanish (Professional Working Proficiency)

ACTIVITIES

American Rental Association (ARA) Member

Active participant in regional fleet management workshops and technology panels.

Habitat for Humanity Volunteer

Provide technical assistance and equipment coordination for local build sites.

CV example from guide at vitae.so