

Victoria Hendrix

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HIGHLIGHTS OF QUALIFICATION

- 10+ years of Customer Service & Client Relations Experience
- 10+ years Training, Teaching & Mentoring
- Proven Success with Deadlines & Managing Multiple Projects
- Strong Design & Technology Background
- Passion for Knowledge & Keen Self Learner

EXPERIENCE

VHX Design 2002 - current

12 years experience running an independent business focused on design, production, management, collaboration & implementation of arts and events. Strong work ethic and excellent interpersonal skills have built a thriving business with roles that include:

Lighting Design: Created design concept based on research, artistic direction, script and space requirements to effectively communicate story. Created technical design documentation including computer aided drafting with Vectorworks to assure easy, accurate implementation. Created and maintained project based database of lighting implementation using Lightwright to keep information organized and accurate. Researched each project thoroughly including historical information of author, setting, script references and production history to create a rich and well-informed design. Created renderings, storyboards or other visual aids to communicate the intangible story of light. Offered design presentations to creative team, project sponsors and audience members to keep the group on target, inspired and get donors involved.

Collaboration: Extensive background creating cohesive designs and experiences with variously sized teams. Familiarity navigating collaboration with a team of diverse personalities and backgrounds under significant stress to produce a happy and successful end.

Production Management: Oversight of project from beginning to end, anticipating team needs, filling in where needed, creating or supporting best practices, managing interdepartmental coordination, and scheduling to secure successful completion.

Master electrician: Design implementation, recruiting and hiring crew, budgeting, scheduling, multi department collaboration, crisis management, stage and overseeing crew safety. Training new hires on the specifics of company practices as well as filling in any knowledge gaps required to complete the project.

Lighting Specialist: Crafted and lead lighting seminars on design techniques, implementation and technical aspects. Trained new crew on all relevant lighting aspects including: safety, lighting control, electricity, instrument function, stage vocabulary, and efficiency which ultimately increased value of each crew member saving time and money.

Lighting Programmer: Interpreted designers vision into console specific language to create reliable lighting playback. Maintained up to date understanding of moving

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light control, colour mixing, reference palettes, discrete timing, and console theory to deliver efficient, accurate results quickly. Programmed and operated Congo lighting control console for special effects at the Vancouver Olympic Opening Ceremonies in 2010. Extensive experience with Electronic Theatre Controls lighting consoles including: Congo, Eos, Ion, Element, Obsession 2, and Express. Working knowledge of Strand Lighting, and Wholehog lighting consoles.

Lighting Controls Software Tester: Facilitated communication between multi-national team, created test procedure and test documentation to ensure thorough testing while eliminating redundancies. Contributed expertise to product development specialized on client interface experience increasing products usability. Coordinated auxiliary test teams as needed to meet deadlines. Provided training across departments as well as for trade show events. Administered over the phone technical support and troubleshooting for issues that exceeded the capabilities of the technical services department, keeping users happy. Managed, multi-console systems, monitoring network traffic of DMX & ACN protocols using WireShark, and LED output arrays to identify network issues.

Selected companies and projects: Berkeley Repertory Theatre, The Magic Theatre, California Shakespeare Theatre Festival, the Vancouver 2010 Olympic Opening Ceremonies, Electronic Theatre Controls, and Scenofest Six Acts at the 2011 Prague Quadrennial.

Equilibrium Therapeutic Massage and Pain Management 2011-current

Closely worked with clients to develop personalized bodywork programs focused on their individual goals, alleviating pain and discomfort while reducing stress. Conducted massage seminars for groups of 2-20 people, increasing their body awareness and massage skill. Confident putting new clients at ease and discussing sensitive or private topics moments after meeting to establish trust and dialogue about their body. Maintained client booking in person or via phone through Schedulicity.com securing a full schedule. Collected payment with Square iPhone application and maintained basic accounting spreadsheet for tax preparation.

Academic Tutor – National Holistic Institute 2011 - 2013

Scheduling, meeting, and training students in anatomy, kinesiology, traditional Chinese medicine, ethics, business, and massage technique subject matter, helping them conquer exams and graduate. Adapted and tailored tutoring sessions to accommodate students with varied disabilities and challenges, successfully preparing them for exams.

Assistant Instructor – The University of Texas at Austin 2007 - 2009

Curriculum creation including lesson plans, assignments, and grading systems for course objectives to prepare students for further studies. Completed course instruction, and student mentoring, providing multiple avenues for students to excel. Trained and supervised students on basic theatre electrics, safety, and best practices, establishing basic skills for immediate work the field and a strong foundation to continue their education. Represented Theatre and Dance department at national conferences, connecting with prospective students and alumni.

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SKILLS

Mac, Windows & Linux Operating Systems	Microsoft Office Suite
Adobe Illustrator, Photoshop & InDesign	Apache Open Office
Chrome, Safari & Firefox Web Browsers	Basic HTML
Zoom & Skype Video Conferencing	Social Media
Google Docs & Google Drive	MindMap
PADI Open Water Diver SCUBA Certification	Vectorworks CAD
Basic Network Setup & Troubleshooting	

EDUCATION

Bachelor of Arts – Drama – Technical Theatre & Design
San Francisco State University, 2006

Associate of Arts – Technical Theatre – Stage Management
Foothill College, 2004

Graduate Studies – Lighting Design
The University of Texas at Austin, 2009-2011

Neuromuscular Massage Therapist – 1340 Hour Training
National Holistic Institute, 2011-2013

HONORS

National Holistic Institute, 2011-2013
Massage Envy Scholarship
Graduate with Honors Achievement
Student Academic Achievement Award
Student Service Award

Electronic Theatre Controls LDI Student Sponsorship - 2011
Lighting Dimensions International Conference, Las Vegas NV

The University of Texas at Austin, 2009-2011
Phi Kappa Phi Honors Society
College of Fine Arts Student Excellence Fund Award
Elizabeth McGoldrick Scholarship
Morton Brown Scholarship