

JAMES HANYU SMITH

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PROFESSIONAL SUMMARY

Process-driven operations professional and current Business Administration student with 10+ years of experience coordinating workflows, leading teams, and managing compliance across high-stakes environments. Seeking a long-term, growth-oriented opportunity within a stable team. Eager to leverage a strong foundational background in hospitality and technical operations to excel in an entry-level position, with the long-term goal of advancing into management and leadership roles.

CORE COMPETENCIES

Operations & Supervision: Team coordination, scheduling, process optimization, change management, vendor management, stakeholder communication, cross-departmental liaison.

Facilities & Maintenance: CMMS (Computerized Maintenance Management System) recordkeeping, preventive maintenance, OSHA (Occupational Safety and Health Administration) 30, NFPA (National Fire Protection Association) 70E, electromechanical diagnostics, building systems, refrigeration / HVAC (Heating, Ventilation, and Air Conditioning) oversight.

Leadership & Training: Certified Trainer (The Broadmoor), employee onboarding, mentorship, multi-team crew management (10–80 personnel), performance coaching.

Safety & Compliance: OSHA 30-Hour standard compliance, NFPA 70E safe-work protocols, zero-incident culture preservation, Forbes Five-Star service standards, audit-ready documentation.

FUNCTIONAL SKILL AREAS

Operations Supervision & Team Leadership

- Led an 80-person mixed operational team executing a high-stakes 10,000-chair auditorium conversion under an aggressive timeline (The Broadmoor, 2018–2020).
- Ran daily administrative and asset coordination across retail floors, warehouses, docks, and offices, supporting 200 families weekly (Bishops' Storehouse, 2020).
- Supervised, scheduled, and structured shifts for 10–15 technical staff supporting concurrent national conventions, PGA (Professional Golfers' Association) tournaments, and VIP (Very Important Person) events (The Broadmoor, 2018–2020).
- Coordinated continuous cross-organizational scheduling and priority management between third-party contractors and Amazon fulfillment client groups (Amazon DEN4, 2021–2025).

Facilities Management, Logistics & Compliance

- Maintained and optimized complex automated material-handling networks across a 3.7-million-square-foot robotic facility (Amazon DEN4, 2021–2025).
- Documented all critical maintenance, part allocations, and safety compliance actions in a CMMS (Computerized Maintenance Management System) to strict corporate audit standards (Amazon DEN4, 2021–2025).
- Diagnosed faults dynamically across high-energy electromechanical systems, motor drives, VFDs (Variable Frequency Drives), and expansive conveyor lines (Amazon DEN4, 2021–2025).
- Logged 500,000+ safe commercial miles over flatbed, dedicated asset (PODS), and refrigerated freight lanes with absolute DOT (Department of Transportation) compliance (Commercial Driving, 2014–2017).
- Monitored multi-zone temperature logs and utility states, preserving 100% cold-chain integrity across regional distribution networks (C.R. England / Coca-Cola, 2014–2016).

Cross-Functional Communication, Training & Relations

- Completed The Broadmoor's rigorous Certified Trainer program, steering standardized onboarding protocols property-wide to preserve elite Five-Star hospitality metrics (The Broadmoor, 2018–2020).
- Mentored and upskilled junior automation technicians in rigorous electrical safety compliance, accurate CMMS reporting, and diagnostics (Amazon DEN4, 2021–2025).
- Led a highly fluid, rotating volunteer crew of up to 15 workers through continuous training adaptations during active crisis response (Bishops' Storehouse, 2020).
- Served as central cross-functional operational liaison across culinary, engineering, AV (Audio-Visual), logistics, and executive stakeholder teams to align project deliverables (The Broadmoor, 2018–2020).

WORK HISTORY

Amazon.com (<i>Five years of continuous progression across Amazon-network operations, from last-mile sortation to robotics maintenance</i>)	2020 - 2025
Mechatronics & Robotics Technician — Amazon.com, Inc. (at Amazon DEN4)	04/2024 – 11/2025
Mechatronics & Robotics Technician — Daifuku Elite Line Services (at Amazon DEN4)	08/2022 – 04/2024
Mechatronics & Robotics Apprentice — Daifuku Elite Line Services (at Amazon DEN4)	05/2021 – 08/2022
Amazon DSP (Delivery Service Partner) Delivery Driver — Box Runner, Ltd. (at Amazon DCS3)	11/2020 – 05/2021
Package Sortation Associate — Amazon.com, Inc. (at Amazon DCS3)	05/2020 – 11/2020
Acting Store Manager (Volunteer) — Bishops' Storehouse, Colorado Springs, CO	03/2020 – 05/2020
Convention Services Supervisor & Certified Trainer — The Broadmoor, Colorado Springs, CO	01/2018 – 03/2020
Class A CDL (Commercial Driver's License) Commercial Driver (<i>500,000+ miles across three carriers</i>)	2014 - 2017
Over the Road Professional Truck Driver: Melton Truck Lines, Tulsa, OK	11/2016–12/2017
Over the Road Professional Truck Driver – Dedicated P.O.D.S. , <u>NFI, Orlando, FL</u>	03/2016–09/2016
Regional Professional Truck Driver – Dedicated Coca Cola, C.R. England, Denver, CO	09/2014–03/2016

EDUCATION

Bachelor of Science in Business Administration (In Progress)	Expected July 2027
<i>Colorado Technical University — Colorado Springs, CO</i>	
Relevant Coursework Completed: Business Ethics and Leadership Career Planning and Management Human Resources Management	
Associate of Occupational Studies, Computer Science (Network Systems Administration)	2002
<i>IntelliTec College — Colorado Springs, CO</i>	
Relevant Coursework Completed: Professional Communications Work Group Dynamics Microsoft Office Applications AC/DC Fundamentals AC Electronics Networking Infrastructure Upgrading and Repairing PCs	
Process Technology Coursework	2009 – 2012
<i>San Jacinto College — Pasadena, TX</i>	
Relevant Coursework Completed: Supervision Business and Professional Speech Technical Report Writing Safety, Health, and Environment Physical Hazards Control Process Technologies Equipment Process Instrumentation Process Systems Principles of Quality	
High School Diploma	1997
<i>Widefield High School — Colorado Springs, CO</i>	

CERTIFICATIONS & LICENSES

OSHA 30-Hour Industrial Safety (Occupational Safety and Health Administration) • **NFPA 70E Qualified Electrical Worker** (National Fire Protection Association) • **PMMI** (Packaging Machinery Manufacturers Institute): Industrial Electronics, Mechanical Drives, Fluid Power, Programmable Logic Controllers (PLC) • **Ramsay Mechanical Aptitude** Levels I & II