

James Hanyu Smith

Cross-Functional Operations Leader

Colorado Springs, CO | 719-210-0291 | jameshanyusmith@gmail.com | linkedin.com/in/jameshanyusmith | resume.leoscorpioleo.com

SUMMARY

Process-driven operations professional with a decade of experience spanning advanced automation, luxury hospitality, and large-scale logistics. At The Broadmoor, coordinated cross-functional teams and led crews of up to 80 people under aggressive deadlines. At Amazon and Daifuku, progressed from apprentice to Mechatronics & Robotics Technician, helping keep a 3.7-million-square-foot facility running under a zero-incident safety record. Currently completing a B.S. in Business Administration (Colorado Technical University) and a Colorado Real Estate License, building toward a long-term career in operations or property management. Seeking a full-time, growth-oriented role with a team that values a zero-incident safety culture, data-driven optimization, and standard-setting service.

CORE COMPETENCIES

Operations & Leadership: Team Coordination, Staff Scheduling, Cross-Functional Liaison

Facilities & Compliance: Audit-Ready Documentation, CMMS Recordkeeping, OSHA 30, NFPA 70E

Training & Onboarding: Certified Property Trainer, Performance Coaching, Mentorship

EXPERIENCE

Career Transition — Full-Time Student & Real Estate License Candidate

November 2025 – Present | Colorado Springs, CO

- Completing a B.S. in Business Administration at Colorado Technical University (expected 2028; accelerated via transfer credit)
- Pursuing a Colorado Real Estate License
- Actively seeking full-time operations, property, or retail management opportunities

Amazon.com, Inc. — Mechatronics & Robotics Technician

April 2024 – November 2025 | Colorado Springs, CO

Originally contracted via Daifuku Elite Line Services; directly absorbed by Amazon when the contract concluded — same site, role, and scope throughout.

- Maintained a zero-incident safety record across a 3.7M-square-foot facility throughout tenure
- Documented all maintenance activity in CMMS to Amazon audit standards
- Enforced OSHA 30 and NFPA 70E protocols across all high-energy electrical and mechanical work
- Mentored junior technicians on safety procedures, CMMS documentation, and diagnostic protocols
- Diagnosed faults across electromechanical systems, motor drives, VFDs, and conveyor networks

Daifuku Elite Line Services — Mechatronics & Robotics Technician

August 2022 – April 2024 | Colorado Springs, CO

Contracted to Amazon's RME (Reliability Maintenance & Engineering) team.

- Coordinated cross-organizational maintenance scheduling between contractor and Amazon client teams
- Executed structured preventive maintenance across facility-wide automated systems
- Maintained CMMS work orders in full compliance with Amazon audit standards
- Applied NFPA 70E and Lockout/Tagout protocols across all high-energy electrical systems
- Managed competing maintenance priorities across multiple facility zones simultaneously

Daifuku Elite Line Services — Mechatronics & Robotics Apprentice

May 2021 – August 2022 | Colorado Springs, CO

- Completed a 12-week technical bootcamp (on-the-job training) through Vincennes University before assuming full duties at Amazon's DEN4 facility in Colorado Springs
- Earned four PMMI certifications: Industrial Electronics, Mechanical Drives, Fluid Power, Programmable Logic Controllers
- Achieved NFPA 70E Qualified Electrical Worker certification
- Passed Ramsay Mechanical Aptitude Levels I and II while applying classroom learning in live production
- Maintained CMMS documentation discipline from day one of the apprenticeship

Box Runner, Ltd. — Amazon Last Mile Delivery Driver (DSP)

November 2020 – May 2021 | Colorado Springs, CO

- Ranked Top 5% within Box Runner and Top 25% across all six DSP companies at Amazon DCS3
- Sustained 40 packages per hour — double the 20-package minimum — from week one

- Delivered to 200+ residential and commercial properties daily across Colorado Springs
- Maintained photographic proof-of-service documentation and chain-of-custody compliance at every stop

Amazon.com, Inc. — Sortation Associate

May 2020 – November 2020 | Colorado Springs, CO

- Unloaded inbound trucks and sorted packages into geographical delivery containers using Amazon's automated routing system
- Staged sorted packages for next-day DSP route loading; maintained accuracy and pace through pandemic-era volume
- Transitioned to DSP delivery driver role (Box Runner) at the same station after demonstrating reliability

The Church of Jesus Christ of Latter-day Saints — Bishop's Storehouse — Acting Store Manager (Volunteer)

March 2020 – May 2020 | Colorado Springs, CO

Unpaid assignment.

- Stepped into an unpaid Acting Store Manager role after permanent management was furloughed during COVID-19, preventing shutdown of a critical community food and emergency commodity distribution facility
- Served 200 families per week through the COVID-19 peak
- Led a rotating volunteer team of up to 15 through constant turnover and changing safety protocols
- Coordinated all vendor and contractor activity alongside the Facilities Manager
- Ran daily operations across retail floor, warehouse, dock, office, and refrigerated/freezer storage

The Broadmoor — Convention Services Supervisor & Certified Trainer

January 2018 – March 2020 | Colorado Springs, CO

Forbes Five-Star / AAA Five Diamond resort, 5,000-acre campus.

- Led an 80-person mixed team executing a 10,000-chair auditorium conversion on a strict deadline
- Supervised 10–15 staff across simultaneous setups for PGA tournaments, conventions, VIP board meetings, weddings, and sommelier events
- Completed The Broadmoor's Certified Trainer program; onboarded new hires across the property
- Conducted pre-event property inspections verifying safety compliance and Forbes Five-Star aesthetic standards
- Served as liaison between convention services, kitchen, catering, AV, and facilities teams

Melton Truck Lines / NFI Industries / C.R. England — Commercial Driving & Logistics — CDL-A OTR Driver

September 2014 – December 2017 | Denver, CO / Orlando, FL / Tulsa, OK

Three consecutive CDL-A over-the-road roles: refrigerated regional freight (C.R. England, Coca-Cola dedicated), containerized delivery (NFI, PODS), and flatbed (Melton, heavy/oversized freight).

- Maintained 100% DOT/FMCSA compliance and a zero preventable-accident record across all three roles
- Maintained 100% cold-chain integrity across a six-state high-country region on Coca-Cola dedicated freight
- Delivered containerized storage units and heavy freight to residential, commercial, and industrial sites across the continental U.S., maintaining complete BOL/chain-of-custody documentation
- Earned recognition for superior load securement technique and consistently on-time performance

EDUCATION

Colorado Technical University — B.S. Business Administration and Management (in progress, expected 2028; accelerated via transfer credit)

San Jacinto College — A.A.S. Process Technology · 2009–2012 (Dean's Honor List Fall 2009; Phi Theta Kappa)

IntelliTec College — A.O.S. Network Systems Administration · 2000–2002

Widefield High School — High School Diploma · 1997

CERTIFICATIONS

- NFPA 70E Qualified Electrical Worker — Vincennes University, 2021
- OSHA 30-Hour General Industry, 2021
- PMMI — Industrial Electronics, Mechanical Components, Fluid Power, Programmable Logic Controllers — Vincennes University, 2021
- Ramsay Mechanical Aptitude Levels I & II, 2021
- Eagle Scout — Boy Scouts of America, 1996

TOP SKILLS

Operations Leadership · Power Distribution & Industrial Electrical Systems · Property/Facility Inspection & Standards Compliance · Japanese (Elementary)