

# GILDARDO HERNANDEZ

## Operations, Risk & Systems Coordination

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### PROFESSIONAL SUMMARY

Early-career operations professional with experience supporting high-throughput Amazon logistics environments across Amazon Robotics and Amazon Air / KRFD. Background combines safety-critical workflow support, incident response coordination, operational risk controls, emergency medical response, supply chain education, project management development, and aviation/UAS readiness. Focused on operational reliability, process discipline, documentation systems, and scalable controls in dynamic logistics environments.

### SELECTED HIGHLIGHTS

- Experience across **two Amazon sites recognized as #1 within their respective regional business units**, with exposure to elevated standards for throughput, reliability, compliance, and operational execution.
- Current Onsite Medical Representative supporting safety-critical workflows within a robotics-integrated Amazon logistics environment.
- Prior Amazon Air / KRFD exposure in a high-throughput aviation logistics environment with time-sensitive execution, environmental risk, and compliance expectations.
- Credentialed in emergency response and instruction: **NREMT, Illinois EMT-B, and American Red Cross First Aid/CPR/AED Instructor**.
- Pursuing B.S. in **Supply Chain and Operations Management** through Western Governors University; completed FAA Part 107 Exam and developing toward UAS/aviation logistics.

### CORE COMPETENCIES

#### Operations & Logistics

High-throughput logistics, robotics-integrated operations, aviation logistics exposure, supply chain operations, operational planning, process optimization, lean process improvement

#### Risk & Response

Operational risk controls, safety-critical workflows, incident response coordination, environmental risk controls, compliance execution, escalation discipline, operational documentation

#### Project Execution

Project management foundations, requirements management, scheduling, stakeholder coordination, risk management, communication, budget awareness, Microsoft 365 project workflows

#### Leadership Systems

Cross-functional coordination, training and instruction, decision intelligence, accountability systems, psychological safety, high-performance culture, change readiness

### PROFESSIONAL EXPERIENCE

#### Onsite Medical Representative | Amazon Robotics / IGQ1 | [Month YYYY - Present]

Supports safety-critical workflows, incident response coordination, compliance execution, and operational risk controls within a robotics-integrated logistics environment. Work includes rapid assessment, documentation, cross-functional communication, environmental risk controls, and support for consistent operational execution.

- Support incident response and escalation workflows in a robotics-integrated logistics environment.
- Reinforce safety-critical control mechanisms supporting compliance, readiness, and operational continuity.
- Coordinate across operations, safety, and support functions to support risk identification and response discipline.
- Translate field-level risk signals into documentation, escalation, and repeatable operational routines.
- Support environmental and workflow-related safety controls across high-volume operations.
- Contribute to structured communication, process consistency, and documentation discipline in dynamic operational environments.

#### Onsite Medical Representative / Operational Environment | Amazon Air / KRFD | [Month YYYY - Month YYYY]

Developed operational exposure within a high-performing aviation logistics environment with elevated throughput, reliability, environmental risk, compliance, and time-sensitive execution expectations.

- Operated within a performance-critical Amazon Air logistics environment supporting safety, risk-control, and incident-response workflows.
- Supported environmental risk-control execution across high-throughput shift-level workflows.
- Contributed to structured monitoring, escalation, documentation, and compliance reinforcement routines.
- Developed exposure to aviation logistics operations, cross-functional coordination, and execution under time-sensitive operational conditions.
- KRFD-specific metrics should be added only where verified and nonconfidential.

#### Emergency Medical Technician | Life Ambulance Network | [Month YYYY - Month YYYY]

Emergency medical response experience supporting rapid assessment, patient care, documentation, and high-stress decision-making in field environments.

- Supported emergency medical response workflows involving patient assessment, stabilization support, and documentation.
- Maintained documentation discipline in time-sensitive medical response environments.
- Developed calm decision-making under pressure through field-based emergency response experience.
- Coordinated with care partners and response teams to support continuity, communication, and patient handoff.

## EDUCATION

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**Bachelor of Science, Supply Chain and Operations Management | Western Governors University | Aug 2023 - Jun 2027 |**

*Junior Standing*

Formal academic development in supply chain systems, operations management, lean process improvement, logistics coordination, risk assessment, and scalable operational execution.

**Relevant Areas:** Supply chain operations, operations management, lean process improvement, risk assessment, logistics systems, process optimization, operational planning

## LICENSES & CERTIFICATIONS

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### Aviation & UAS

FAA Part 107 Exam Completion - Federal Aviation Administration - Issued May 2026

### Emergency Response

National Registry of Emergency Medical Technicians (NREMT) - Issued Nov 2024, Expires Mar 2027; Emergency Medical Technician, Basic - Illinois Department of Public Health - Issued Dec 2024, Expires Dec 2028

### Instruction

First Aid/CPR/AED Instructor - American Red Cross - Issued Feb 2026, Expires Feb 2028

### Operations & PM

Operations Management Foundations; Project Management Foundations; Modern Project Management in Microsoft 365; Project Management Foundations: Risk, Schedules, Budgets, Requirements, Teams, Communication; Managing Project Stakeholders; Agile Project Management: Continuous Improvement Decision Intelligence; Creating a High Performance Culture; Building Accountability into Your Culture; Psychological Safety; Influence Skills for Leaders and Managers; Organizational Leadership in the Era of AI

### Leadership Systems

## SELECTED PROOF OF IMPACT

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### High-Performance Amazon Operations

Experience across two Amazon sites recognized as #1 within their respective regional business units, presented as operating context rather than a personal claim of sitewide ownership.

### KRFD Environmental Risk Controls

Supported structured environmental risk-control execution in a high-throughput aviation logistics environment, with metrics to be added only where verified and nonconfidential.

### Incident Response Discipline

Applied emergency response, escalation, and documentation practices in field and site-level safety-critical environments.

### Credential-Backed Development

Built a coherent development path connecting operations, risk controls, project execution, supply chain management, emergency response, and aviation/UAS readiness.

## OPERATING MODEL

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### **Detect -> Assess -> Structure -> Execute -> Reinforce**

Identify operational risk signals, evaluate severity and impact, translate risk into controls or escalation paths, support consistent execution, then reinforce the process through documentation, feedback, and improvement.

## PROFESSIONAL DEVELOPMENT FOCUS

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Operations Management | Program Coordination | Supply Chain Operations | Robotics Logistics | Aviation/UAS Operations | Operational Risk | Safety-Critical Systems | Project Execution | Process Standardization | Incident Response | Training & Instruction