

# MARCOS HERNANDEZ

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## OPERATIONS MANAGEMENT

Highly respected manager with over 14 years of experience of leading, coaching, and mentoring others in the United States Navy. Experience steering and directing all aspects of operations, administration, budgeting, and equipment maintenance. Successfully orchestrating multiple projects with competing priorities involving program development, safety initiatives, and quality control. Proficient in delivering comprehensive analyses and reports to facilitate site-wide improvements and continuity. Effectively collaborates with both domestic and international groups to achieve organizational objectives.

- Process Redesign | Operations Oversight
- Cost Analysis and Reporting
- Policy and Procedure Development
- Risk Management | Quality Control
- Resource Allocation and Optimization
- Technology Assessment and Solutions
- Government and Vendor Relations
- Team Building and Retention Initiatives

## EDUCATION

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**Bachelor of Arts**, Major: Business and Management, Minor: Marketing, *in progress*

*Old Dominion University, Norfolk, Virginia*

Relevant Coursework: Principles of Accounting I and II, Principles of Microeconomics, Communication and Information Technology

## PROFESSIONAL EXPERIENCE

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### Operations Manager

2019 – 2022

*United States Navy – Norfolk, Virginia*

Provided direction to a 38-member team, implementing effective staff and resource management strategies in a global setting. Oversaw gathering, review, and analysis of sensitive information critical to strategic planning. Aligned staff resources with workflow requirements. Provided teams with up-to-date operational information in a highly dynamic environment. Implemented plans to optimize staff training in support of organizational goals for domestic and international initiatives. Directed operations in collaboration with senior management from multiple departments. Assessed daily activities and processes. Created and presented weekly reports with recommendations to senior leadership.

#### **Selected Contributions:**

- Effectively oversaw a diverse team in managing \$2.5M in equipment, consistently meeting all critical deadlines.
- Authored numerous policy changes accepted and implemented by executive management for 13 different work centers on Maintenance Department Policies and Support Equipment Training /Licenses Policies.

### Operations Coordinator

2017 – 2019

*United States Navy – Yokosuka, Japan*

Directed planning and operations for 260 staff comprising of seven separate occupations across five divisions. Leveraged cutting-edge technology resources to drive research, analysis, and strategic planning. Prioritized daily activities to maximize staff productivity and meet organizational objectives. Served as a trusted liaison between senior management and the multi-national workforce. Collaborated with team leaders to coordinate staff rotations as well as track and process administrative and legal documents. Managed training, evaluation, and mentoring programs. Established core development standards, policies, and procedures and maintained administrative records. Earned responsibility for multiple aspects of risk management to include overall project plans and schedules as well as budget administration. Guided staff training on core communications technologies. Reviewed modernization standards to ensure proper rollout of new equipment.

#### **Selected Contributions:**

- Sustained excellent staff retention record while leading a cohesive team that earned exceptional ratings during two annual evaluations.
- Recognized for achieving the highest expense of \$1.4 billion and report accuracy compliance within region.
- Selected by senior management to manage safety programs. Successfully planned, organized, and executed a total of 765 hours of safety training events during FY 2018.

**Assistant Operations Manager and Instructor****2014 – 2017***United States Navy – San Diego, California*

Played a key role in program development to include coordinating daily operations for interdepartmental staff at various levels. Managed remote staff activities involving operations, planning, and scheduling; oversaw logistics, transportation, and equipment distribution critical to team success. Orchestrated a full range of security activities, from safeguarding staff and equipment to gathering sensitive information and developing reports for executive-level decision makers. Served as subject matter expert regarding computer automation and security programs. Counseled, evaluated, and mentored staff.

***Selected Contributions:***

- Established high productivity and team cohesion by creating and implementing modernization of key organizational systems and technologies which led to 678 qualifiers team members to deployment readiness.
- Commended for managing a team that surpassed comprehensive inspection requirements by 100%.

**Team Leader****2008 – 2013***United States Navy – San Diego, California*

Served as principal advisor to senior managers in all matters pertaining to security, including information gathering and analysis. Provided security services and ensured individual and organizational protection through program implementation. Reviewed, evaluated, and disseminated information. Appointed bottom-line responsibility for equipment valued at \$2.5M. Organized daily and weekly business procedures, briefing senior management on overall progress. Regularly collaborated with senior, adjacent, and secondary teams.

***Selected Contribution:***

- Proactively directed the 47-member team in earning top rank 6 out of 34 in the annual evaluation FY 2013.

**PROFESSIONAL DEVELOPMENT**

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- **Mentorship Through First Line Supervision, 2020**

*United States Navy*

- **Naval Aviation Maintenance Control Management – Supervisor’s Course, 2020**

*United States Navy*

- **Navy Instructor Training, 2014**

*United States Navy*

Relevant Coursework: Fundamentals of Training, Introduction to Teaching and Learning, Speech

- **Marketing in New Economy, 2014**

*Coastline Community College – Fountain Valley, California*

- **Introduction to Business, 2014**

*Coastline Community College – Fountain Valley, California*

- **Legal Environment of Business, 2014**

*Coastline Community College – Fountain Valley, California*

- **Business and Professional Speech, 2007**

*San Antonio College – San Antonio, Texas***COMPUTER SKILLS**

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**Software:** Microsoft Office: Word, Excel, PowerPoint | Adobe Reader**Operating Systems:** Windows 10 | Mac OS**Hardware:** Printers | Scanners