

# Oxana Lopetegui, PMP

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## Project Manager

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**Highly accomplished and results-driven professional with an extensive track record of success directing and implementing a broad range of enterprise projects, from conception through launch.**

Proven ability to effectively mobilize project teams, establish clear priorities, and drive projects to achieve all timeline, quality, and budgetary parameters. Skilled at translating business requirements into effective solutions to take operational performance to new levels of success. Vendor and executive relationship, influencing, and leadership are among my key strengths. Credentials include a Bachelor of Science in Business Administration and a Project Management Professional (PMP) certification. Technically proficient in Microsoft Office Suite, SharePoint, and Smartsheet Project Management. I am bilingual fluent in both English and Spanish.

### Core Strengths

- Full Life Cycle Project Management
- Software Development Life Cycle
- Waterfall & Agile Methodologies
- Enterprise IT Solutions
- Resource Planning
- Project Team Communication
- Application Implementation
- Process Documentation
- Stakeholder & Vendor Relationships
- Project Team Engagement
- Cross-Functional Collaboration
- Business Analysis

## Professional Experience

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POLLO TROPICAL – Miami, Florida

### Project Manager, October 2013 to Present

Assumed accountability for enterprise projects, partnering with key stakeholders across all levels to conduct ongoing business analysis and identify critical improvement tools and systems to take operations across 150+ restaurants to new performance levels. Continually demonstrated the keen ability to complete multiple complex projects within a fast-paced environment. Managed all Projects through their phases; Feasibility, Designing, Development, and Deployment. Created and maintained all project process documentation such as Project Charter, Business Requirement Document, Project Management Plan, Work Breakdown Structure, among others.

### Select Contributions:

- Played a key role in implementing innovative solutions in the areas of software implementation, such as food automation, electronic auditing, and restaurant scheduling, and additional business process improvement tools.
- Partnered with key departments to carry out all project phases on schedule and within budget. Succeeded in leading all software development life cycles. Major information technology projects include:

**GRILL MASTER APPLICATION:** Successfully delivered an Automated Product Cooking application, which played a key role in improving product consistency and directly led to increased chef retention (turnover among chefs reduced by 5%) and decreased product waste. Worked on the following aspects of the project:

- In charge of gathering, defining, and seeking stakeholder sign-off Project Charter, specifically initial budget estimates and level of effort.
- Defined RACI for team accountability and vendor management.
- Worked hand to hand with the Smartbridge team to prepare de application for User Acceptance Testing.
- Carefully planned and monitored the Training and Implementation phases to meet all project deadlines.
- Managed the deployment phase and all users credentials access.
- Analysed all application data via Sharepoint to review trends and validate app effectiveness.
- Documented Lessons Learned Register and continued to support users after the final project sign off,

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**CRUNCHTIME/TEAMWORX**: Converted the chain from an Excel-based scheduling system to the cloud-based system **TeamworX** enabling users to base scheduling using sales and labor metrics.

- Created an automated labor model that leverages Average Checks, Hourly Rates, and Restaurant Hours of Operation to highlight hourly sales volumes, which saved the company \$500,000 in labor cost in comparison to the previous year.
- Configured Crunchtime Enterprise system to load the new labor model for all sales volume.
- Led the training team to build a training plan to train the operations team at a rate of 50 locations per week.
- Meticulously planned and effectively carried out the implementation plan, allowing the company to go live in the 150+ locations 1 week prior to the required Go-Live date.
- Continued to support users after the final project sign off, ensuring best practices were employed to maximize system performance companywide.

**SAFETY CULTURE AUDIT**: Launched new software to transition out of an outdated restaurant audit model to a digital data-driven model.

- Developed the Hierarchy within iAuditor for top-down visibility for compliance as well as accountability for performance tracking. Administrator of the platform for company and owner relationship with Safety Culture with regard to licensing, billing, and application enhancements.
- Tracked each restaurant's daily auditing activities to ensure key stakeholders properly executed the new processes and reported the findings to C-suite leadership. Restaurants went from having a combination of 25 audits missing monthly to only missing 3 to 5 a month which improved Health Department Inspection scores by 5-grade points.
- Succeeded in eliminating \$250,000 yearly in paper and printing costs related to daily restaurant audits, which had previously represented over 300,000 paper audits annually.

## **Training Manager, June 2011 to October 2013**

Promoted to a senior-level role with the mandate to train all newly hired and recently promoted managers and conduct more specialized training for various senior leaders.

### **Select Contributions:**

- Delivered intensive eight-week courses for managers to explore every company process, procedure, system, standard, and core value.
- Orchestrated four-week programs for brand executives to focus on specialized areas such as analyzing corporate P&L statements and gross profit reports.
- Served as a proctor and coach for Food Safety seminars to certify managers.

## **Team Leader / Assistant Manager / General Manager, July 2004 to June 2011**

Rose quickly through the ranks starting as a Team Leader before being promoted to Assistant Manager in just under a year with the company, then being promoted to General Manager after two years in recognition of exceptional leadership performance.

### **Select Contributions (General Manager):**

- Oversaw all store operations, including customer service, inventory management, payroll, and team performance while driving a focus on continuous improvement and customer service excellence.
- Ensured the restaurant fully complied with all governmental food & beverage industry laws and regulations.
- Succeeded in maximizing profitability by introducing strict operational protocols and continually finding ways to minimize operational expenses.
- Exceeded \$4M yearly sales budget while keeping operating costs in control and under budget.

## ***Education & Credentials***

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**Bachelor of Science in Business Administration, 2013**

Florida International University

**Certifications**: Project Management Professional (PMP), 2018