**Diego Orozco**

Coral Springs, Florida | 954-303-1094

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**SENIOR IMPLEMENTATION PRODUCT AND PROGRAM PROJECT MANAGER**

Extensive experience delivering innovative software and technology solutions for customers in Hospitality Industry, focusing on providing quality professional services on all products, ensuring outstanding customer experience, fostering end-user adoption, and laying foundation for long-term success and customer loyalty. Fully bilingual in English and Spanish.

**TECHNICAL SKILLS**

* Experience in SaaS environment, Microsoft Office, SQL, SharePoint, Aloha POS, Aloha Manager, Configuration Center, Aloha EDC, EMV Chip Reader.
* Connected Payments solutions, OMD, QuickBase, NetSuite, Neos, QSR, Asana, Smartsheet, Jira, Lawson, Database Programming and Implementation.
* Strong Knowledge of Integrating third-party products, GiftCards software, Loyalty software, PMS Property Management software, Ziosk, Mobile Ordering, and Mobile Payment.

**PROFESSIONAL EXPERIENCE**

**NCR VOYIX** Corporation (Formerly **NCR Corporation**) | Remote, Florida / USA

**Project Manager III**  **Jun 2013 – Jun 2024**

* Managed up to 50 projects, with budgets from $30K to $900K, and multi-corporate Enterprise accounts in SaaS environment, overseeing single and multi-site stakeholders.
* Collaborated with various departments, including Network Teams, Developers, and Engineers, on resource planning, scheduling, and product pilots.
* Directed Point of Sale (POS) software installations, upgrades, and payment processing solutions, including database programming, implementation, and training.
* Coordinated with vendors on installation, implementation, and integration of third-party software.
* Managed cross-departmental and stakeholder communication, setting and achieving deadlines and goals.
* Provided post-installation customer support and assisted customers with IRS audits, inventory, sales, and labor reporting.
* Worked with sales teams and customers to identify business needs and recommend appropriate software solutions.
* Managed a Team of 6 Seasonal Project Managers.

**ABACUS BUSINESS SOLUTIONS** (acquired by **NCR Corporation**) | Fort Lauderdale, Florida / USA

**Project Manager** **Jul 2007 – Jun 2013**

* Managed up to 30 projects, with budgets from $5K to $300K,for single and multi-site accounts, including communication across departments and customers.
* Collaborated with various departments, developers, engineers, and vendors on system installations, 3rd-party software integration, planning, resource scheduling, and pilot products.
* Implemented and upgraded Point of Sale (POS) software, managed POS database programming, and conducted training.
* Provided technical support, troubleshooting, and customer support for new and existing customers.
* Assisted with POS hardware staging, onsite installations, inventory management, and worked with purchasing and accounting on new system orders.
* Supported inside sales, accounts receivable (A/R), and bank deposits.

**SEMINOLE TRIBE OF FLORIDA** | Hollywood, Florida / USA

**Fixed Asset Coordinator** **Jan 1999 – Mar 2007**

* Conducted fixed asset physical inventory and audits, managed asset delivery, sales, and disposal, and maintained accurate fixed asset records and reports.
* Collaborated with Accounting and Purchasing departments on creation of new general ledger accounts and purchase orders, ensuring accurate financial records in accounting software system.
* Contributed to budget processes by providing essential financial information.

**EDUCATION | CERTIFICATION**

Coursework in Computer Science, Broward Community College & Miami Dade Community College

Project Management Professional (PMP), Project Management Institute, expected completion in 2025