# ANA MEDINA

*Senior Project Manager*

Denver · CO · US

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## Summary

Results-driven and highly experienced Senior Project Manager with over 15 years of progressive leadership in restaurant operations, systems implementation, and cross-functional project execution. Proven expertise in managing end-to-end project lifecycles across fast-casual and QSR environments, with an emphasis on operational efficiency, process improvement, and technology integration. Adept at leading diverse teams, collaborating with stakeholders from field operations to corporate leadership, and driving projects that deliver measurable improvements in performance, scalability, and customer satisfaction. Combines deep operational knowledge with advanced project management methodologies to ensure on-time, on-budget delivery aligned with business objectives. Recognized for strategic thinking, clear communication, and mentorship, consistently building high-performing teams and fostering a culture of continuous improvement.

## Experience

### Senior Project Manager, Operations Services at Qdoba Restaurant Group

01 Jun 2020 – Present

Lead end-to-end planning and execution of high-impact projects including new product rollouts, equipment upgrades, and technology implementations across 400+ company-owned and franchised locations. Manage project budgets averaging $1.2M annually, delivering all initiatives within 5% of forecast and 98% on schedule over past three years. Serve as the primary operations liaison between field leadership, IT, supply chain, and marketing teams, ensuring alignment on rollout timelines, training, and performance metrics. Spearheaded the national deployment of a new digital kitchen display system (KDS), reducing order errors by 32% and improving kitchen throughput by 18%. Act as subject matter expert for Qdoba’s proprietary operational systems, advising on integration paths for new HRIS, inventory, and workforce management platforms. Developed and implemented standardized operational procedures for post-launch support, increasing field adoption rates from 74% to 94%. Mentor 5 project coordinators and 2 junior project managers, providing career development guidance and oversight on regional project execution.

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### Project Manager, Operations & Systems Integration at Taco Haven Inc.

01 Mar 2017 – 01 May 2020

Managed portfolio of 8+ concurrent projects focused on store-level system upgrades, labor optimization tools, and new menu item rollouts across 150-unit chain. Led integration of new POS platform with back-office accounting and payroll systems, reducing invoice discrepancies by 40% and cutting month-end close time by 3 days. Conducted unit-level testing and field validation for all technology projects, gathering feedback from 22 regional managers and 140 restaurant GMs to inform rollout plans. Collaborated with external vendors to identify alternative kiosk and mobile ordering solutions, resulting in a 15% reduction in guest wait times during peak hours. Created and delivered training materials for field staff, achieving 96% completion rate and reducing post-launch support tickets by 50%.

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### Operations Improvement Specialist at Taco Haven Inc.

01 Aug 2014 – 01 Feb 2017

Designed and executed operational pilot programs for labor scheduling, food safety audits, and inventory control, resulting in a 12% reduction in shrink and 9% labor cost savings in test markets. Partnered with R&D and culinary teams to test new menu items across 45 locations, using data-driven analysis to influence final product decisions. Developed standardized process documentation and KPI dashboards used across operations teams to track performance.

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### District Operations Manager at Starbuck’s Corporation

01 May 2010 – 01 Jul 2014

Directed daily operations of 14 company-owned stores in the Pacific Northwest region, managing a team of 180+ hourly employees and 14 store managers. Implemented standardized training and accountability programs that reduced turnover by 21% and increased customer satisfaction scores (NPS) from 71 to 83. Executed store remodel and equipment upgrade projects within budget and timeline constraints, averaging 3 store conversions per quarter. Recognized as “Top Performer in Operational Excellence” in 2012 and 2013 for consistent store performance and team development.

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### Restaurant General Manager at Panera Bread Company

01 Jul 2008 – 01 Apr 2010

Managed all aspects of store operations, including P&L, staffing, inventory, and customer service, achieving top-quartile sales growth (+17% YoY). Led the successful onboarding and training of 45 new team members during peak expansion phase. Instrumental in the local rollout of Panera’s digital ordering kiosk, serving as pilot site and providing feedback to corporate systems team.

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## Education & Training

### Bachelor of Science, Business Management

University of Missouri

– 01 May 2008

### Master of Business Administration (MBA), Operations Focus

University of Denver

– 01 Dec 2016

## Skills

Project & Program Management, Restaurant Operations & Systems, Technology & Tools, Leadership & Collaboration, Communication & Strategy

## Certifications & Credentials

### Project Management Professional (PMP) | 2019

Project Management Institute (PMI)

### Certified ScrumMaster (CSM) | 2018

Scrum Alliance

### ServSafe Food Protection Manager Certification | 2023

National Restaurant Association

## Awards

### Operations Innovator of the Year | 2022

Qdoba

Qdoba “Operations Innovator of the Year” (2022)

### Project Excellence Award | 2019

Taco Haven

Taco Haven “Project Excellence Award” (2019)

### Top Performer in Operational Excellence | 2012

Starbucks Corporation

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## Projects

### Key Accomplishments | – Present

* Reduced project delivery timelines by 26% over two years through adoption of hybrid Agile-Waterfall frameworks and improved stakeholder communication cadence.
* Drove a 32% decrease in kitchen order errors by leading the design, testing, and deployment of a new KDS across Qdoba’s corporate portfolio.
* Achieved 98% on-time project completion rate over 4 years managing 15+ major operations initiatives.
* Cut field training completion gaps by 50% by redesigning digital training tools and implementing manager accountability dashboards.
* Saved $375K annually in operational inefficiencies by identifying and eliminating redundant vendor contracts during system modernization.
* Mentored 7 high-potential team members, with 4 promoted into leadership roles within two years.

## Interests

### Interests | – Present

* Culinary travel
* agile frameworks in non-tech industries
* hiking in the Rockies
* reading leadership biographies

## References

### – Present