

# Nick Diana

## Senior Project Manager

Experienced IT Project Manager with 15+ years in project execution, client management, and logistics across IT, construction, and operations.

Proven ability to lead cross-functional teams, drive process improvements, and deliver complex projects on time. Passionate about leveraging AI to enhance efficiency and decision-making. Thrive in fast-paced, hands-on environments with a problem-solving mindset.

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Kittery, ME, USA 

nickdiana.work 

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## SKILLS

<b>Salesforce</b>	Marketing Cloud, Sales Cloud, Service Cloud, Experience Cloud, Data Cloud, Personalization, Intelligence, PSA, Financial Force
<b>Solutions</b>	Asana, Monday.com, Microsoft Project, Confluence, Sharepoint, Smartsheet, Jira, Google Drive, Buildertrend, Outlook, Delphi
<b>Professional</b>	Agile & Waterfall Methodology, Time Management, Project Planning, Forecasting, Problem Solving, Budgeting, Scheduling, Communication, Team Management, Collaboration, Negotiation, Quality Management, Construction
<b>AI &amp; Technology</b>	Prompt Engineering, App Development, ChatGPT, Gemini, ClickUp



## WORK EXPERIENCE

### General Contractor | Managing Projector

#### Mission Nest

05/2024 - Present

Kittery, ME

*Personalized solutions to simplify projects*

- Provide tailored solutions to simplify and enhance everyday projects, focusing on delivering services that help clients achieve clarity, efficiency, and peace of mind.
- As GC, oversee all phases of home rebuild construction, including planning, obtaining estimates, coordinating subcontractors, sourcing materials, and managing onsite crews to ensure successful execution.

URL : [missionnest.com](https://missionnest.com)

### Contract Project Manager | Ongoing General Contractor

#### Gray Construction

01/2025 - Present

North Hampton, NH

*Specialized in custom additions, remodeling, new construction, and light commercial projects.*

- Managed construction project, coordinated teams, schedules, procurement, and compliance for on-time, within-budget delivery.
- Provide subcontracting services for diverse construction projects as needed.

### Project Manager, Associate Principal

#### Offprem Technologies

03/2023 - 04/2024

Indianapolis, IN

*Salesforce cloud implementation services*

- Managed a portfolio of 10-15 Salesforce projects, each ranging from 50 to 800+ hours.
- Drove project momentum with agile coordination and resource alignment.
- Led meetings, maintained reports, and facilitated project planning.
- Tracked budgets, addressed scope changes, and mitigated risks.
- Balanced client requirements and fostered cross-functional team collaboration.



## WORK EXPERIENCE

### Project Manager

Rafter One

07/2022 - 03/2023

Portsmouth, NH

*Comprehensive commerce and multi-cloud Salesforce solutions*

- Managed a dynamic Salesforce project portfolio, overseeing 10-15 concurrent projects of varying duration.
- Crafted thorough project plans, assessed risks, and navigated resource shifts with agile adaptability.
- Maintained meticulous budget oversight, addressed scope adjustments, and tackled risks via collaborative dialogues.
- Harmonized internal and client demands, interpreting client needs and cultivating cross-functional team cohesion.

### Amadeus

Senior Level Project Manager

07/2014 - 07/2022

Portsmouth, NH

*SAAS implementations for the hospitality industry worldwide*

- Responsible for installation and deployment of company products and services
- Implemented custom Salesforce.com and SaaS applications.
- Managed processes and programs for management companies and enterprise accounts, collaborating with senior customer roles (SVP and VP) to ensure successful application adoption and ROI.
- Led key customer accounts and projects across the US, EU, and APAC, averaging 60-85 active projects. Successfully completed more than 1,800 projects.
- Guided cross-functional teams through the software development life cycle and maintained efficient delivery of services.

### Director of Client Services

PJS Group

07/2011 - 07/2014

Seabrook, NH

*Executive aviation management*

- Managed project logistics for professional sports teams and VIP clients, coordinating travel details including catering, security, transportation (flight, bus, private car service, etc.), and lodging.
- Traveled extensively throughout the USA, Canada, and Europe to oversee operations and client needs.
- Developed and delivered operational training materials, ensuring team members' adherence to standard operating procedures.



## EDUCATION

### B.S. | Small Business Management

Hesser College

Portsmouth, NH

### Business Management & Accounting

Bryant University

Smithfield, RI



## ENTREPRENEURIAL INITIATIVES

Compound Chicken (12/2019 - Present)

- Designed and produced a card game using Adobe Illustrator, managed manufacturing negotiations and production requirements, launched an e-commerce website, and secured retail partnerships, including distribution through Amazon.com. Visit [compoundchicken.com](http://compoundchicken.com) for more information.

New Castle 10K Road Race (06/2017 - 12/2021)

- Founded and organized an annual road race, handled logistics, coordinated volunteers and vendors, and liaised with fire, medical, and city personnel. Raised over \$15,000 for charity over four years. Closed the race sale in December 2021.