

PROFILE SUMMARY

Result-oriented and technical professional with years of experience within the business management, marketing, IT and Software industry, well versed in supervising the design, implementation and maintenance of the organization's computer systems, coordinating project teams, advising clients, introducing new technologies such as Salesforce.com, motivating staff to use a CRM and collaborating with managers. Excellent proficiency in maintaining solid business practices, including design of complex templates which interact with database fields for automated customized document creation, accurate policy manuals, documentation, and strategic department budget planning and reporting for ongoing growth and development of

PROFESSIONAL ATTRIBUTES

- Strong verbal and written communication skills including the ability to share ideas both with the business and internal IT teams
- Sound knowledge of profit and loss, balance sheet, cash flow management and general finance and budgeting
- Well-built technical skills with the experience to quickly gain the respect of technical colleagues and lead-from-the-front
- Adept at performing rapid analysis and decomposition of complex business information while recommending leading practices and presenting associated technical process components
- Expertise in leveraging a strong understanding of Salesforce (multi-cloud) capabilities and limitations to clearly communicate those to prospective customers
- Proficient in creating clear, concise, and complete functional specifications and required documents detailing systems requirements while distinctly defining project scope
- Able to speak, read and write in Spanish fluently
- Complete domain of English, my second language

PROFESSIONAL BACKGROUND

Managing Director

Credit Resolution 2008 – 2014

- Demonstrated and modified out of the box Salesforce capabilities along with proposing and implementing business process changes while saving thousands of dollars for the client
- Collaborated with sales and tech people to design CRM solutions for effective product purchase and development while providing extended functionalities to the common methods of CRM
- Identified opportunities to drive stronger marketing and sales performance through integration of new tools, latest workflow processes, and creation of reports and dashboards
- Analyzed and maintained current client databases while developing reports, dashboards, and processes to continuously monitor data quality and integrity
- Oversaw design, development, and implementation of Blumberg custom forms and legal pleadings as per client and company's requirements for on and offline purposes

CO-CEO

DynaShoppe, Indian software company 2004 – 2007

- Brought significant improvement to the supply chain reliability of the company by implementing marketing and sales strategies, while delivering products on time and with improved quality
- Evaluated Yahoo Business Solutions while supervising trained team in RTML to customize and enhance sales through image optimization, product page uploading, 360° flash product images, carousels and cross-selling functionalities

CORE COMPETENCIES

- Salesforce & Usability
- CRM tools familiarity
- Computer competences
- Database customization
- Business management
- Business administrative services
- Customer service expertise
- Strategic process planning
- Project production management
- Information management
- Strong analytical skills
- Trained by a CPA in tax returns
- Presentation skills
- Strong communication
- Time management
- Effective teamwork
- Reporting skills
- Physical networking
- Troubleshooting skills

LANGUAGES

- Spanish
- English

- Designed and produced early versions of product comparison modules for Yahoo and other ecommerce stores while proposing suggestions to improve design and available functionality
- Identified and implemented process improvement from procurement to technology, marketing and analytics across all departments within the company while enabling the organization to scale effectively through all levels

Director of IT

Michael Koltun Associates, CPA

2000 – 2004

- Developed and instituted formal IT processes, policies, procedures and a service knowledge management system to help the company attain and maintain profitable growth
- Provided efficient operations management, including security, backup, recovery, disaster planning, and off-hours staff coverage
- Planned and executed annual evaluation and approval for acquisition of accounting software by providing strategic technology direction and spearheading advanced technology initiatives
- Formulated and produced tax returns for high level professionals in the field of medicine and finance including tax returns for a seat holder at the NYSE under complete supervision of CPA

ADDITIONAL EXPERIENCE

2018-2019

Managed and oversaw day to day responsibilities along with providing assistance in a successful treatment which was completed on June 3rd, 2020, through the process including 2 spinal procedures with the second requiring laminectomy and titanium parts fused into the spine at L4-L5 vertebrae.

Consultant IT & Salesforce Cloud Services

REAL TIME LLC

2014 – 2018

Responsible for providing IT Cloud services including Salesforce implementation and customization and hardware support to clients on an ad hoc basis at \$250 per first hour and \$150 thereafter, through designing, developing, testing, and implementing cloud services to secure the company's cloud computing platform while identifying prospective clients including doctors and dentists.

UNIX System Administrator

Credit Resolution Corporation

1994 – 2000

Responsible for setting up and maintaining computers and networks using the UNIX operating system. Oversaw various duties such as managing users, maintaining the system functional, creating file systems, installing and upgrading software, defining backup and recovery procedures, and ensuring network security. Trained other members in WordPerfect for UNIX and basic UNIX functions.

REFERENCES

My family name is Blumberg-Ackermann – Customs error made it Akerman

<https://www.linkedin.com/in/richardblumbergackermann/>