

# Richard N. Román Crespo

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## PROFESSIONAL SUMMARY

Dynamic, Innovative IT Manager with a proven track record of driving business transformation through strategic information technology initiatives across diverse industries including Insurance, Automotive, Consulting, and academia. Recognized for adeptly leading global teams to implement innovative IT solutions, streamline processes, and maximize company performance and profitability. I have successfully led teams through periods of significant change provoked by rapid growth and innovation. Skilled in leadership of high-performing teams, process engineering and fostering collaborative team cultures focused on delivering tangible business results.

## EXPERIENCE

### Software Development Manager

April 2017 - Current

Bella Group, Puerto Rico

Responsible for managing the software development division at Bella Group, a leading automotive distributor in PR. Develop and implement strategies to guarantee and meet business goals and objectives, with manufacturers and lead a multidisciplinary team of professionals in the areas of software development, data analyst, suppliers and regulators. Responsible for aligning corporate sales, service, marketing, and customer service initiatives in close collaboration with business leaders to offer technology and process engineering solutions.

- Successfully developed and implemented:
  - Mazda Operations Platform
    - Oversaw the modernization and transformation of Mazda Puerto Rico's Legacy system (AS400/DB2), driving operational efficiency and innovation.
    - Project Management, liaison between the business units at Bella Group, Mazda USA and Japan.
    - The new platform, developed using C#, IIS, .NET Framework, and a Microsoft SQL Server database, is now serving over 300+ professionals within the Mazda network in Puerto Rico, USA and Japan. This includes sales, service, parts and accessories dealerships. The platform also facilitates operational reporting with headquarters in the United States and Japan.
  - American Honda Motors Co. Warranty System
    - Oversaw the modernization and transformation of Honda and Acura Puerto Rico Legacy system - Paper to Digital.
    - The new platform, developed using PHP, IIS and a Microsoft SQL Server database, is now serving Honda and Acura networks in Puerto Rico.
  - Custom benefit management web application for Sales and F&I representatives.
  - Business analytics, KPIs and more than 300 automated reports.
  - Automation of business unit processes, proactively preventing errors in data entry, reducing and simplifying manual tasks for employees, generating operational efficiencies, reducing overtime and producing results in a fraction of the time.
- Implementing personalized and professional growth plans to maximize individual and collective talent, fostering an environment of continuous learning and development.
- Driving business success through people excellence and digital transformation.
- Adoption and application of emerging technologies such as Cloud technology, Blockchain and AI.

### Information Technology Mentor

August 2023 – December 2023

### **Fase1.org, Puerto Rico**

- Mentored and advised Fase1 2nd Generation startups on software development best practices.
- Provided guidance on selecting appropriate cloud providers for startup infrastructure.
- Advised on utilization of development tools to enhance efficiency and productivity.
- Offering expertise across various technical domains to support startup growth and success.

### **Professor**

**January 2017 – April 2018**

#### **Dewey University, Puerto Rico**

- Developed and implemented instructional plans and syllabi for web development, project management, and digital courses in alignment with college and department standards.
- Planned and delivered engaging lessons and assignments to enhance students' knowledge and career skills.
- Assessed student progress through grading papers, tests, and assignments, providing feedback for improvement.
- Advised students on strategies to achieve their academic and career goals.
- Conducted research and experiments to contribute to the advancement of knowledge in relevant domains.

### **Innovation & Business Application Developer**

**January 2014 – April 2017**

#### **QBE Insurance, Puerto Rico**

- Analyzed business and operations core processes to develop and implement effective technological solutions.
- Acted as a corporate regional strategic planner, aligning local and regional efforts.
- Conducted technology research focusing on industry standards, collaboration, security, and trends.
- Managed new partner relationships for IT and Operations projects.
- Collaborated with LATAM countries on standard platform development.
- Designed solutions driven by high-level customer service.

### **Projects**

- Insurance Agents and Brokers Virtual Office (Puerto Rico, Ecuador)
- Insurance Claims Management web portal
- GeoClaims Web App for adjusters
- Travel Insurance web portal
- SharePoint Intranet web portal
- Social media & web site management

### **Founder**

**November 2013 – September 2016**

#### **LogicXperts, Puerto Rico**

- Organized and managed business risks and initiatives, overseeing key areas including branding, sales, social media, web and graphic design, eCommerce, web hosting, and Help Desk operations.
- Prioritized customer satisfaction and product/service quality, ensuring alignment with business goals.
- Assisted startups and PyMES in establishing their core technological stacks, services, and tools to enhance their business value propositions.

### **MIS Manager**

**March 2013 – July 2013**

#### **Puerto Rico Hospital Supply, Puerto Rico**

**IT Supervisor**  
**January 2009 – March 2013**  
**RICOH, Puerto Rico**

**Computer Programmer Analyst**  
**November 2005 – June 2009**  
**RICOH, Puerto Rico**

## **SKILLS**

Strategic Planning | Project Management | Software Development Lifecycle | Process Engineering | High-performing teams' leadership | Mentoring and Training | Problem-solving | Innovation & Business transformation | IT operations | Strategic Partnership

## **EDUCATION**

**Strategic Management and Innovation Specialization** **2016**  
Copenhagen Business School

**Master of Graphic Arts (MGA)** **2008**  
Atlantic University, Puerto Rico

**Bachelor of Computer Science** **2005**  
Universidad de Puerto Rico, Arecibo

## **CERTIFICATIONS**

- **Azure Fundamentals Certification AZ-900**, Microsoft – 2024
- **BTA Certified Blockchain Solution Architect**, Blockchain Training Alliance – 2023
- **BTA Certified Blockchain Business Foundations**, Blockchain Training Alliance – 2022

## **AWARDS / RECOGNITIONS / VOLUNTEER WORK**

- Member of QBE Insurance Regional IT & Operations Strategy Committee (Asia & Latin-American)
- QBE Insurance Leadership Academy elected participant
- QBE Insurance Top 50 Finalists in the 10/10 Global Recognition Program (2014 – 2015, Asia & Latin-American division)
- Volunteer Supporter, Fundación CAP. March 2012 - Present · 12 years  
Corporate fundraising, and participant of the annual main event "Uniendo Cabezas".