

RICHARD PICHARDO

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PROFILE

A high energy and passionate extrovert, Richard has been building a solid foundation in sales, sales operations and quantitative research. He is looking to join a team to drive growth through data-driven operational strategies as done at Beepi by \$6 million.

- Conducted operational improvement projects for startups Beepi, Hostwise and Onclick Studio. At Beepi, as the responsible for the supply-side user acquisition strategy, directly sourced over 400 potential deals that lead to over \$4 million in revenue. Increased the outreach team productivity by 300%.
- Supported the head of the Dominican IRS on public policy decision-making with in-depth research, data analysis and modeling, and actionable recommendations.
- Intermediate SQL, and basic Python, R, HTML and JavaScript experience.
- Native Spanish speaker. Proficient in French and Italian. Basic Portuguese.

PROFESSIONAL EXPERIENCE

Specialist Advisor

*General Directorate of
Internal Revenue (DGII)*

Dominican Republic

Oct 2015 - Present

- Conduct and synthesize public policy and economic research into process and strategy recommendations to support the DGII's General Director. Identified and documented institutions in the labor market with overlapping functions and proposed a new simplified tax regime for small business.
- Perform econometric analysis to determine the level of tax evasion between 2007 and 2015 and the effect of the 2012 tax reform on national income redistribution.
- Monitor and evaluate monthly key performance indicators using Microsoft SQL Server for data collection.

Marketplace Operations

Beepi

Los Altos

Jan 2014 - June 2015

- Built and led Beepi's supply-side user acquisition strategy, growing the inventory from zero to over \$6 million. Directly contributed to over 70% of revenue to the date (\$4 million) by closing an average of 10 deals per week. Led new sales rep training sharing 30+ points of best practices.
- Defined, implemented and optimized a scalable operational and analytical framework for Beepi's end-to-end car procurement funnel, implementing and customizing a CRM (Salesforce). Presented weekly reports and recommendations to C-level executives resulting in a 300% productivity increase for the sales team.
- Collaborated with VP of Product Management to define product requirements, prioritization and design based on customer input and needs for the marketplace's supply-side.

CONSULTING EXPERIENCE

Consultant

OnClick Studios

Dominican Republic

Oct 2016 - Present

- Manage the end-to-end delivery process and coordination efforts for 2 mobile app projects with 2 developers, 1 designer and 5 clients to ensure projects are completed on schedule and successfully.
- Build, document and optimize standard operational procedures including client acquisition and customer service. Evaluate, implement and maintain software solutions such as Hubspot for our CRM.
- Source, negotiate and close app and web development deals worth over US\$100,000 up to date.
- Oversee, prepare and reconcile weekly cash journals and monthly financial reports. Ensure compliance with tax authorities and that all bills are paid.

Operations Consultant

Hostwise

Los Angeles, CA

June 2015 - Sept 2015

- Identified and designed processes for the sales, customer support, cleaner acquisition and business operations teams.
- Led the implementation and customization of data capturing operational systems like Zendesk, Greenhouse.io and Excel for in-house quality control.

EDUCATION

Sept 2016 - Oct 2017

Escuela de Organizacion Industrial | **Master in Business Intelligence and Big Data** | Spain

Sept 2009 - June 2012

University of Chicago | **B.A. Economics with General Honors** | Chicago, IL | Studied abroad in Egypt and France