

Contact

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superiorbusinessflow.com
(Company)

Top Skills

Critical Thinking
Quality Assurance
Data Annotation

Certifications

Liabilities and Equity in Accounting
Detect & Respond to Mobile AI Threats
Financial Statement Analysis
Intuit Academy Bookkeeping Specialization
SEO Foundations

Ramon (Ray) Acosta

Founder, Superior Business Flow | Helping Service Businesses Launch, Organize Their Finances & Automate Growth
Yonkers, New York, United States

Summary

I help small service businesses replace scattered tasks and disconnected tools with a clear operating system. Many owners start with a strong idea and real expertise, but the business side quickly becomes complicated: formation decisions, bookkeeping setup, customer follow-up, websites, scheduling, and repetitive administrative work. When those pieces do not work together, opportunities get missed and growth becomes harder than it needs to be. That is why I founded Superior Business Flow. We help owners move through three practical stages:

- Launch with a stronger business foundation
- Organize bookkeeping and financial workflows
- Automate lead capture, follow-up, and repetitive processes

My goal is not to add more software. It is to create simple systems that save time, improve visibility, and help the owner stay focused on customers and growth. I am especially interested in working with owner-led service businesses in Westchester County and the New York metro area, including contractors, cleaning companies, security firms, transportation providers, consultants, and property-service businesses. If your business is growing but the back office still feels improvised, send me a message. I am always happy to compare notes and identify the first system worth fixing.

Experience

Superior Business Flow

Founder

July 2026 - Present (3 months)

White Plains, NY

Helping new and growing service businesses build the operational systems required to launch, organize, and scale.

- Guide owners through business-startup planning and formation support
- Set up bookkeeping processes and QuickBooks Online workflows
- Design websites and lead-capture systems around a clear customer journey
- Build CRM, email, SMS, SEO consulting, and practical AI automations

- Review existing operations and identify high-impact workflow improvements
- Coordinate solutions with licensed legal, tax, and accounting professionals when specialized advice is required

Handshake AI Fellowship

AI trainer- Generalist

April 2026 - Present (6 months)

North America

Review AI-generated content for accuracy, relevance, clarity, and compliance with project guidelines. Evaluate prompts and responses, identify ambiguous wording and unsupported claims, and provide written feedback explaining review decisions. Apply consistent evaluation criteria while working independently in a remote environment.

Hospital for Special Surgery

Security Officer

August 2025 - Present (1 year 2 months)

New York, NY

- Maintained a safe and secure environment for patients, visitors, and staff at the Hospital for Special Surgery.
- Conducted regular patrols and monitored access control to ensure authorized entry only.
- Responded promptly to incidents and emergencies, demonstrating professionalism and compassion.
- Collaborated with hospital staff and law enforcement to uphold safety regulations and protocols.

Suburban Pest Control

Services professional technician

December 2022 - February 2025 (2 years 3 months)

Yonkers, NY

- Inspected residential and commercial properties to identify pest activity, entry points and contributing conditions.
- Selected and applied appropriate treatment, trapping and prevention methods in accordance with safety procedures.
- Explained findings, service plans and prevention steps clearly to customers.
- Managed appointments, service documentation and follow-up while working independently in the field.
- Built practical experience with route operations, customer retention and local service-business workflows.

T-Mobile

Mobile expert

November 2014 - November 2022 (8 years 1 month)

Bronx, New York, United States

Builds proficiency related to serving and selling to our customers, while providing a world-class customer experience and building loyalty by:

- Helping customers pick up right where they left off in their shopping journey, whether online, through Customer Care or in-store.
- Exploring individual needs and providing hands-on demonstrations of the latest and greatest technology in-store.
- Side-by-side selling to find personalized solutions beyond the bare-bones device and service plan that keep our customers connected to the people and lifestyle they love, including anything from unique accessories cutting-edge IoT devices.
- Approaching service and sales needs with composure, integrity and compassion.

Becomes skilled with and consistently uses digital tools in interactions and onboarding to actively demonstrate:

- How our ever-expanding coverage stacks up in our customer's neighborhood, providing them with a lightning fast LTE network
 - Why T-Mobile plans and services will let our customers live unlimited, feel the love, stay connected and go further.
 - Completes training on T-Mobile in-store experience, new skills and processes, knowledge of systems and reference resources.
 - Makes the most of their time on shift, consistently seeking out information between customers, learning about innovations in wireless and technology.
- Establishes relationships with and partners with T-Mobile employees across channels, including business and customer service to:
- Collectively own the customer experience and resolve issues, creating a seamless, run-around-free environment.
 - Successfully identify and handoff small business leads.
 - Support team initiatives and create an inclusive environment

Target

Instock team member

February 2009 - October 2014 (5 years 9 months)

Bronx, New York, United States

A instock team member primary responsibilities include ensuring that the store's shelves are stocked with products and priced correctly. They count inventory, add price tags according to an organized system then put everything

in its proper place. Creating rain checks and sales items substitution. Perform weekly items count for inventory.

Foot Locker

Retail Sales Associate

February 2005 - January 2009 (4 years)

New York, United States

Foot Locker sales associates generally work on foot for long periods of time. A working knowledge of footwear and athletic apparel may prove beneficial during the Foot Locker hiring process. Training may involve a brief probationary period, verbal instruction, and visual demonstration. Basic computer skills also benefit Foot Locker sales associate job hopefuls.

Education

The University of Arizona Global Campus

Bachelor of Arts - BA, Accounting · (November 2024 - May 2026)

University of the People

Bachelor's degree, Computer Science · (April 2025 - November 2027)

CUNY Bronx Community College

Computer Engineering · (2005 - 2006)

Hostos-Lincoln Academy of Science

High School Diploma, Finance, General · (September 2000 - June 2004)