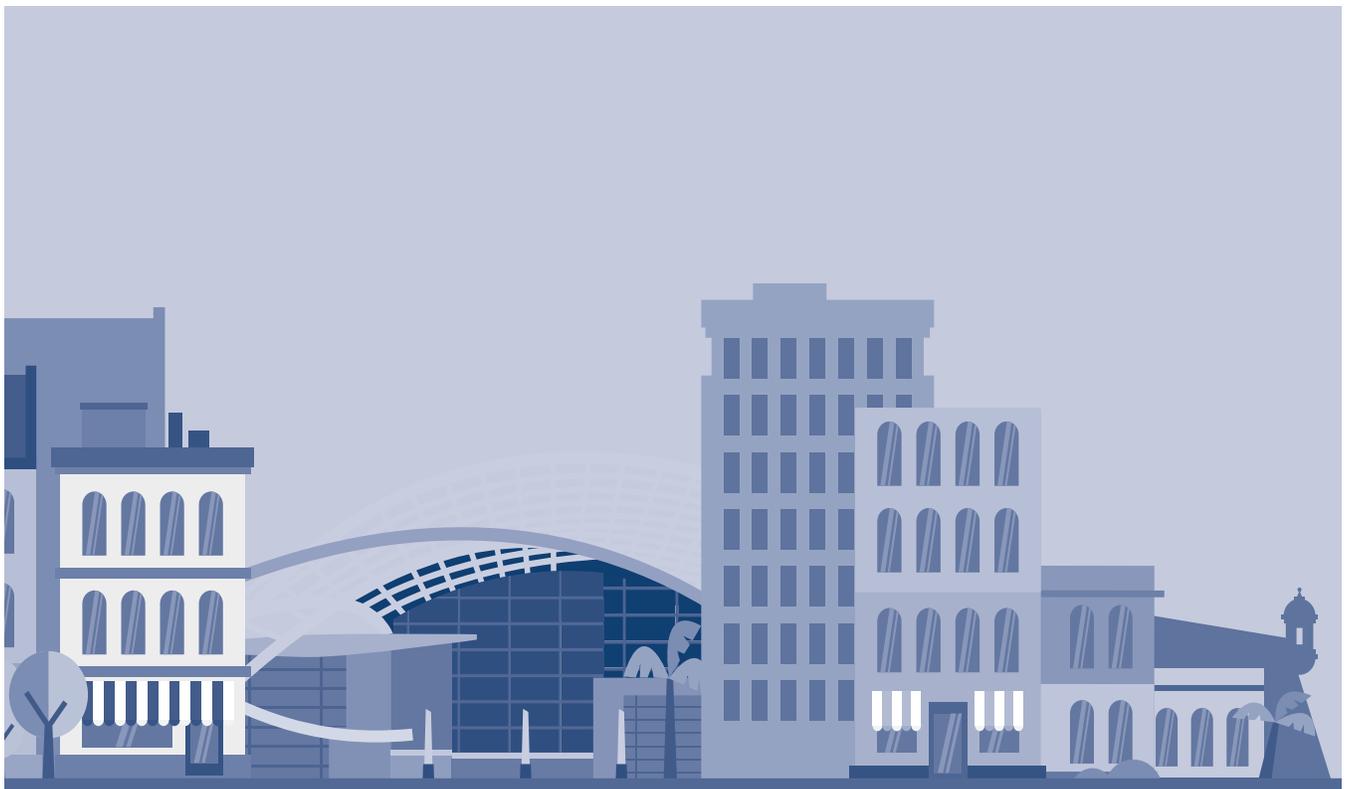


# 2015 ANNUAL REPORT

Helping Businesses Succeed



Economic  
Impact Summary

Counseling  
& Training Services

Success  
Stories

# Driving entrepreneurs to Grow, Innovate and Export.

## FUNDING

# PARTNERS



**MANUEL J. FERNÓS, ESQ.**  
President, Inter American University  
of Puerto Rico



**YVETTE COLLAZO**  
Puerto Rico & Virgin Islands  
District Director, Small Business  
Administration



**ANTONIO MEDINA, ENG.**  
Executive Director, Puerto Rico  
Industrial Development Company



**DR. MYRNA COMAS**  
Secretary of Department  
of Agriculture of Puerto Rico



**HON. ALBERTO BACÓ, ESQ.**  
Secretary of Economic Development  
Department of Puerto Rico

## EXECUTIVE DIRECTOR'S MESSAGE



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**CARMEN MARTI**  
Executive Director  
Puerto Rico SBTD Network

The mission of the Puerto Rico SBTD is to provide integrated multidisciplinary business solutions for Small Businesses within a competitive, innovative and technological environment. To foster and support entrepreneurial growth in Puerto Rico achieving its Vision “To become world class leaders supporting Small Businesses” is driven by a team of highly qualified, certified professionals. Counseling and training services are provided to take clients to their next stage of growth. A strong business community is absolutely

necessary for economic recovery in Puerto Rico. As a customer focused organization, the Puerto Rico Small Business and Technology Development Center (SBTD) continues to help businesses succeed. The client stories in this report illustrate how the Puerto Rico SBTD is assisting entrepreneurs in every corner of the Island. Since 1997, the Network, hosted by the Inter American University of Puerto Rico (IAUPR) through a cooperative agreement with the Small Business Administration (SBA), has developed Certified Business

Consultants to offer services to support small business startups and established businesses to grow, innovate and export. With the valuable assistance of our host university, professional staff, partners and supporters, the Puerto Rico SBTD will continue to be a powerful catalyst of economic development.

Carmen Marti

## 2015 ECONOMIC IMPACT SUMMARY



**7,261**

**Jobs created & saved**



**\$1,409**

**Cost of a new job**



**\$363.7 millions**

**Sales increase & saved**



**\$61 millions**

**New capital**



**96%**

**Client satisfaction**



**\$19**

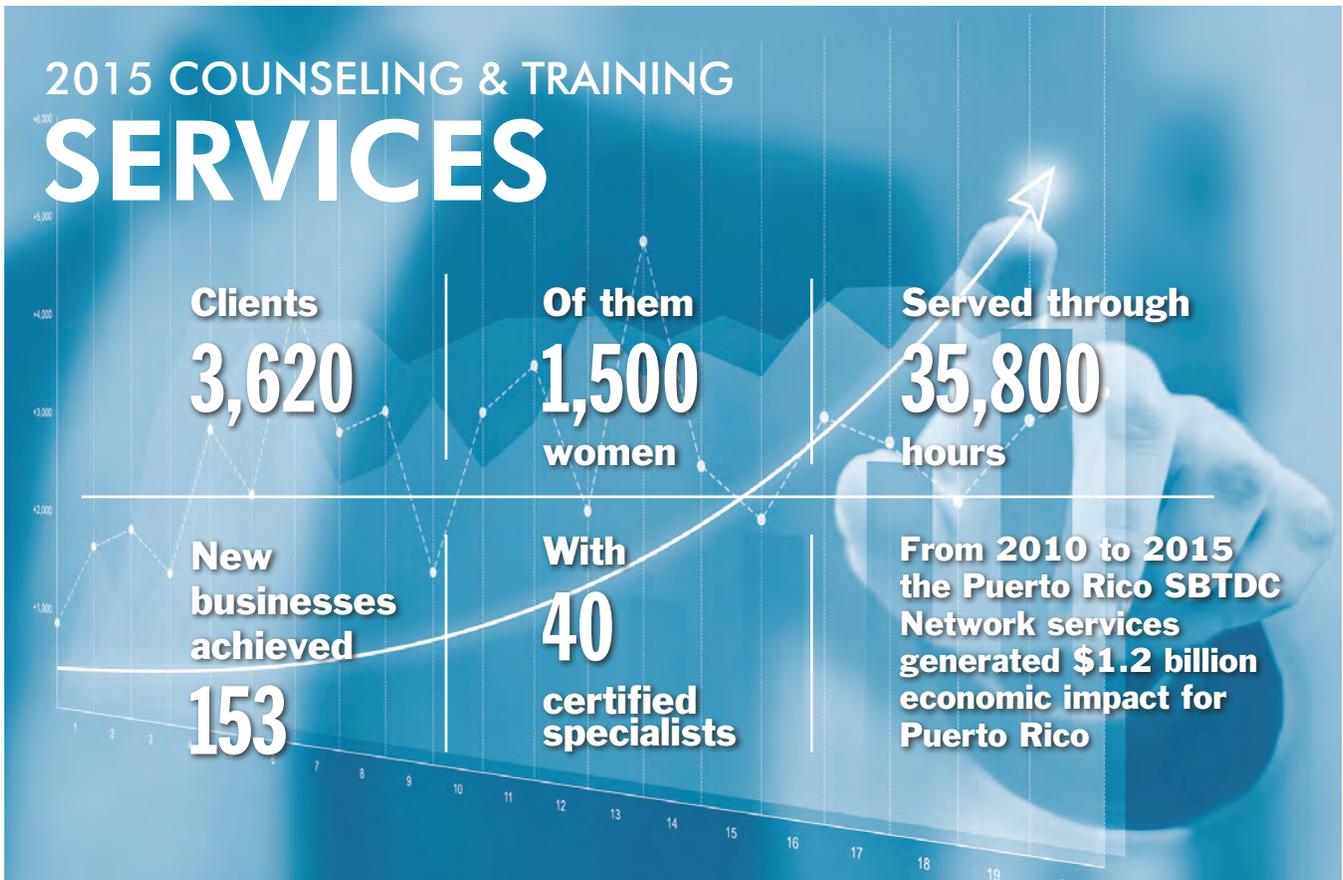
**Financial leverage  
per dollar invested**



**\$11.4 millions**

**Government tax  
revenues gained**

Source: 2015 ASBDC National Economic Impact Report



## ISLANDWIDE PRESENCE

Centers located in IAUPR campuses include the San Juan, San Germán, Ponce, Fajardo, and Arecibo SBTDC. Additional service centers were added through strategic partnerships including the Caguas SBTDC in partnership with the Municipality and the International Trade Center (ITC) and the Center for Innovation and Technology (CIT) supported by the Puerto Rico Industrial Company (PRIDCO) to provide specialized services throughout Puerto Rico.



# SMALL BUSINESS WEEK

To celebrate Small Business Week, on May 2015, the Puerto Rico SBTDC hosted the “Reinvente su Negocio” event with several presentations in areas such as financial, labor and marketing concepts. SBTDC entrepreneurs were recognized in the activity for their outstanding performance as small business leaders.





## 8TH ANNUAL CARIBBEAN INNOVATION: SBIR / STTR & TECHNOLOGY CONFERENCE

The Center of Innovation and Technology organized an annual event which had presentations from SBIR Program Managers Dr. J.P. Kim, NIH Program Manager, Dr. Jesús Soriano, Program Director National Science Foundation and Dr. Kitty Cardwell, National Program Leader, International

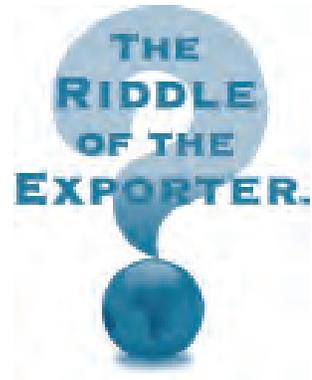
Liaison USDA. They introduced the Programs details for their agencies and the open topics for future solicitations. The Puerto Rico Science and Research Trust Chief Executive Officer Mrs. Lucy Crespo, presented initiatives including a Match Program for SBIR award recipients.

At the photo: Dr. Kim-NIH, Executive Director Carmen Martí, Dr. Cardwell-USDA and CEO Eng. Lucy Crespo, Puerto Rico Science Trust.

# THE RIDDLE OF THE EXPORTER

The International Trade Center has adopted a new strategy in 2015 to better serve clients. Due to the perception of overwhelming complexity that prevails around exports, the Puerto Rico SBTDC approached Elyse Eriksson to introduce the course “The Riddle of the Exporter” designed to bring a fun, refreshing take on understanding the “nuts and bolts” of exporting for local firms. The course was offered from February 2015 to twenty one participants during four (4) weekly sessions.

The group of facilitators included CPA Evelyn Ortiz, CPA Brenda Rodríguez, Saraí Díaz and CPA Ivette Pinto. Expert guest speakers included Angel Escalera-Nestor Reyes, Inc. Customs Broker; José Burgos-US Commercial Services and Puerto Rico USEAC Director; Rosemary Rodríguez-Oriental Bank International Division Director; Wilma Sosa-SBA Export Program Lender Relations Specialist; Milagros Concepción-Export Import Bank Loan Guarantee Broker and Alexis Hernandez, Esq.





# GLOBAL COMPETITIVENESS BALDRIGE PROGRAM

The Puerto Rico SBTDC created the Global Competiveness Alliance in 2011 with state and private partners such as the Department of Economic Development, Puerto Rico Industrial Development Company (PRIDCO), SBA, Manufacturers Association (PRMA), PR Chamber of Commerce, Chamber of Marketing & Food Industry, PR Products Association, American Society for Quality (ASQ), PR Economic Development Bank (EDB), United Retailers Association (CUD) and

the Inter American University of PR (IAUPR) with the Puerto Rico SBTDC. As part of the Alliance, the Puerto Rico SBTDC launched in 2015 the 5th Annual Baldrige Educational Program for Small Businesses with workshops on Or-

ganizational Profile and Leadership Criteria. This program is a stepping stone to drive high performing small businesses to a next level. Keynote speakers in every session included experts and National Baldrige Examiners.





## STUDENTS & FACULTY

# INTEREMPRESA PROGRAM

The Puerto Rico SBTDC developed the InterEmpresa Program to increase the participation of faculty and students in entrepreneurship. The Internship module exposes students in related fields to real case studies while providing experiential learning. Student work on developing business plans, human resource plans, financial projections, market research, among other solutions with the assistance of a Certified Business Consultant at the SBTDC.



SUPPORTING  
OTHER INITIATIVES

AMERICAN SUPPLIER INITIATIVE

# B2B MATCHMAKING EVENT

SBA Administrator, María Contreras-Sweet, was the keynote speaker in the “Puerto Rico is Open for Business” sponsored by SBA, PR Trade Company, PRIDCO and EDA on August 2015. This event facilitated access of small businesses to federal and commercial supply chains and increased their opportunities ensuring they also had access to support services including the SBTDs.



SUPPORTING  
OTHER INITIATIVES

## ANNUAL CONFERENCE AT EL SALVADOR

During March 2015, San Germán Director CPA, Brenda Rodríguez and Executive Director, Carmen Martí participated as international speakers in the “First Annual Conference CDMYPE/CONAMYPE” in San Salvador, El Salvador; to share strategic and operational best practices and results. As part of the Small Business Network of the Americas initiative, the Puerto Rico SBTDC was invited by the Salvador SBDC Program for the First Conference of the CDMYPE (SBDC) Association held on March 17-20, 2015. During the event both presented best practices in client case management quality review (peer review), program accreditation, networking and strategic alliances development, among other topics.



## ECHAR PA'LANTE

Echar Pa'lante is an initiative created as a multi-sectorial private entrepreneurship catalyst, and is led by Banco Popular. As a key partner of this initiative, Executive Director Carmen Martí is an active member in the Steering Committee and Entrepreneurship Advisory Board for strategy

development of Puerto Rico. Outreach events were hosted on April and September at the Inter-Caguas University by the Caguas SBTDC. The Arecibo SBTDC held the event for agro-entrepreneurs in coordination with the Inter American University-Arecibo Campus on August 2015 with a

panel of three clients who developed their business in the Agriculture Industry. The panelist were Yanice Deynes, President of Granja Avícola Pujols, Mariely Ramos, President of Empresas Gurmeat and Manuel Martínez, President of Vaquería Martínez.

SUPPORTING  
OTHER INITIATIVES



## FARMERS, RANCHERS & FISHERMEN AGRI-BUSINESS PROGRAM

In partnership with the Puerto Rico Department of Agriculture, the SBTDC has provided assistance to through the Farmers and Ranchers Program since 2009. This program offered entrepreneurship and business education to strengthen competitiveness of the agriculture sector. The program expanded in scope during 2015 to include fishermen.



**NAGUABO**  
**SUCCESS STORY**



GANADEROS  
**BORGES**

*“We have continued to receive technical assistance from the SBTDC professionals. This has helped us to identify and pursue other growth strategies”*  
**Noris Arroyo**

Ganaderos Borges is engaged in every aspect of the production process from raising the animal to the last stage of supplying the meat to the supermarket. The farm raises cattle and pork. This company is operated by its president César Borges, Jr. and Noris Arroyo, Vice-president. The business was started by her late husband, don César Borges Massas, in 1984. In 2004, don Cesar expanded operation by renting the slaughterhouse from the local government

of Naguabo. In 2005, Livestock Borges’ was able to engaged in the operation of the slaughterhouse, livestock rising, production of pork and beef meat, and packaging and distribution of the end product. The capitalization formally gave birth to BORGES’ LIFESTOCK RANCH incorporated and to a business that is engaged in every aspect of livestock production. “Once my husband dies, my son César Borges Arroyo, takes over the operation of the business”. Pres-

ently, the business is supplied by 25 farms located in the municipalities of Arroyo, Gurabo, Humacao, Maunabo, Guayama and Naguabo. Borges’ Livestock Ranch owns some of the farms and others are the property of independent ranchers. The business has created 150 direct jobs and 550 indirect ones. In 2013, the Borges Family participated at Baldrige Performance of Excellence Program to set performance standards and improve overall performance.

**COAMO**  
**SUCCESS STORY**

# CENTRO DE CUIDADO ÓPTIMO

Centro de Cuidado Óptimo was started by Héctor Millán in April 2013. He has an enthusiastic, well-motivated team to provide the best care for the elderly and healthcare assistants are trained to provide highest standards of care and memorable experiences. The center has incorporated multiple experts, such as, social workers, physicians, nurses,

home service staff, clinical laboratories, physical therapists and related pharmacies to provide integrated services, with a maximum capacity of 33 residents and eleven private rooms. Residents enjoy supervised social activities and areas for outdoor recreation that encourages short walks, horticulture activities, caring of small animals and visits.

*“Years ago we were searching for a place for my parents and created awareness on the need for better choices for our older relatives. The Ponce SBTDC provided counseling services to guide us in the preparation of a business plan and offered assistance with the financial proposal”.*

**Héctor Millán**



**VILLALBA**  
**SUCCESS STORY**

**FARMACIA**  
**GRAFED**

Doctor Marisol Santiago Cintrón is the president of Grafed Solutions Corp., a pharmacy known for being of the community, is specialized with a “Clean Room” and an infusion center that began in December 2009. This new concept is different from traditional pharmacies. Such treatments are used on patients with rare chronicle conditions and are implemented by injections, infusions and orally. Marisol Santiago has a Doctorate Degree in Pharmacy and vast experience in the pharmaceutical area since she began as a Regent Pharmaceutical at the State Insurance

Fund Corporation in 2007. The pharmacy has Pharmacists, Medicine Doctors, Medical Technologists, Pharmacy Technicians, Registered Nurses, Project Manager, an Accountant, Attorney, Sales and Marketing Operator and a Physician Propagandist. Grafed Solutions Corp. opened in 2010 in the town of Villalba. The corporation received a loan for the purchase of equipment and inventory. In 2011 Grafed Pharmacy Solutions opened its Specialty Pharmacy division making it the first of its kind in the Central South area of Puerto Rico to offer this service. By the end of 2011, Dr.

Santiago added 3 new jobs to its workforce with an assistant pharmacist, pharmacy technician, and an assistant manager. In 2015, Dr. Santiago visited the Ponce SBT-DC Service Center requesting a proposal for a credit line for the purchase of specialized drugs. The proposal was approved by the bank. The Company expanded its services to its Infusion Team by obtaining contracts with Pharmaceutical Institutions of limited distribution for Infusion medications, converting Grafed Infusion Center as one of only twenty one Infusion Centers in Puerto Rico to provide this service.

**SAN JUAN**  
**SUCCESS STORY**

# O' STORE & INIZIO BRANDS

José F. Torres and his brother were referred to the San Juan SBTDC by the SBA District Office to receive assistance and guidance for the establishment of a cart's sales of handbags and watches under the brand name O'Store at The Mall of San Juan. O'Store brings new European fashion

trends with innovative concepts. All bags and accessories are made in Italy. Modern, minimalist design, soft, tactile, comfortable, practical, waterproof, lightweight and resilient. Watches are quartz Citizen Movement and you may select dials with glittering Swarovski crystal. The Mall of San Juan has

major anchors, such as, Nordstrom and Saks Fifth Avenue as well as other luxury stores. Inizio Brands Corp D/B/A O'Store began operations on August 1, 2015. Puerto Rico SBTDC assistance facilitated the entrepreneur to obtain a SBA loan. Opening the business created 7 new jobs.



MAYAGÜEZ  
SUCCESS STORY

## CUTTING EDGE

## SUPERCONDUCTORS

Cutting Edge Superconductors (CES) is a small company dedicated to the development and production of MgB<sub>2</sub> conductive wires. This new generation of wires has the capacity of working as superconductors at relatively higher than normal temperatures. The Principal Investigator, Founder, and CEO of Cutting Edge Superconductors, Dr. Yong-Jihn Kim, invented a technique to increase the magnetic field strength of MgB<sub>2</sub> magnets to over 1.5T at 20K using this new technology. This patented technology enhances the high field properties of MgB<sub>2</sub> wires and the ensuing

magnets with potential applications for the development of cryogenic-free Magnetic Resonance Imaging (MRI) instruments. The incorporation of this technology could potentially lower the costs of MRI scanning test about 40%, making it more accessible to patients. In 2012 Dr. Kim participated in the Innoventure Business Plan Competition of the Center for Innovation & Technology (CIT)'s FAST Program. His project was awarded with the second prize and a grant award. Dr. Kim also received assistance drafting a Phase 0 proposal in seed funding. That year the CIT

provided technical support submitting a SBIR Phase I to a winning proposal from the National Science Foundation. The CIT enlisted the support of former SBIR and STTR Program Manager Robert Berger to review and strengthen the project. Preliminary data generated from research funded by SBIR and completed during year 2014 has led to a slight twist on research focus. Dr. Kim is now in the planning stage for submitting two new SBIR proposals to the National Institute of Health and NASA with the ongoing support of the CIT to commercialize this breakthrough technology.



**LAJAS**  
**SUCCESS STORY**



## TURTLE BAY INN

The Turtle Bay Inn located in La Parguera in the Western region is owned by the Rivera Ruiz Family. Zulma Rivera as key partner and general manager built this beautiful resort investing retirement savings she earned through 25 years working in private manufacturing. To complete this project she turned to San Germán SBTDC for assistance with the startup phase and to obtain financing. Since opening in 2009 the Turtle Bay Inn has had a 100% occupancy rate and has won the Quality Award for

Best Physical Facilities from the PR Tourism Company in 2010, 2011 and 2012. In 2013, Turtle Bay was added to “Paradores of PR” franchise of Puerto Rico’s Tourism Company. In 2014, the Turtle Bay Inn received its fourth consecutive Excellence Award from TripAdvisor.com, recommended as the best hotel choice in the area. Addressing challenges and turning them into opportunities on November 2010, Ms. Rivera decided to manage increasing energy costs installing a solar system with 78

panels. The project received a 50% rebate from the ARRA Funds offered by PR Verde Project from the Energy Department as the first commercial and touristic solar construction in the ‘Porta del Sol’ region. The solar panels generate 90% of the electricity consumed. At 2015 Turtle Bay was also Certified as Medical Tourism Hotel provider. By October 2012, green strategies were adopted including energy efficiency, water management and recycling as a certified Tourism Company’s Eco-Touristic Facility.

**LAS PIEDRAS**  
**SUCCESS STORY**

**I/O**  
**AUTOMATION**

Carlos Isaac is the President of I/O Automation Inc. which provides professional engineering, installation, calibration, troubleshooting, repairs, maintenance, consulting, panel manufacturing, instrument sales, and project management in Automation, Energy Management, Mechanical and the Electrical Industry. The goal of the company is to save energy while maintaining optimal building conditions with a professional staff equipped to offer technical services at each client facility by conduct-

ing professional inspections, monitoring and job cost advice. Since 2014, they have been working on system automation and were recognized as industry experts. Due to the shrinking pharmaceutical industry it seems relevant to identify growth opportunities in the export markets. Mr. Isaac has decided to provide export training to staff, as evidenced by the Operations Manager, María de Leon's participation in the Riddle of the Exporter 2015 course. I/O Automation has been working with

the Fajardo SBTDC Center for financing company growth, procurement possibilities and general planning purposes. The International Trade Center (ITC) Director provided information regarding logistics for the equipment to be installed in the British Virgin Islands, and specific alternatives on maritime shipping for Scrub Island, Tortola. In addition, automation equipment was sold to Dominican Republic. Export sales to new markets, was helping to create and retain employees.

CAROLINA  
SUCCESS STORY

# LABORATORIO CLÍNICO YENIMARIS

*“The final job was completed before scheduled time. Thanks for all the help in the process of starting our business”.*

**Yimaris Rivera**

On August 2009, Yimaris and her sister Yenirma Rivera Revilla Corporation created River-Revilla Lab, LLC with the goal to start their own clinical laboratory. Yenirma holds a Certificate in Medical Technology, while Yimaris has an Associate of Natural Sciences and a BA in Natural Sciences from IAUPR with specialization in Medical Technology Degree. Both are certified as Medical Technologist by the Examining Board of Medical Technologists, Department of Health of

the Commonwealth of Puerto Rico and License from the American Society of Clinical Pathologists. After incorporating the business, the Rivera Revilla sisters concentrated on finding the perfect location, obtaining permits, conducting the feasibility study and obtaining the Certificate of Necessity and Convenience (CNC). The Fajardo SBTDC director provided the assistance needed to complete their dream project for laboratory equipment, leasehold improvements

and working capital and staff assisted the Rivera sisters in the preparation of a loan package to include SBA Forms. Laboratorio Clínico Yenimaris provides clinical analysis to a sizeable population in the municipality of Carolina. Due to the high competitiveness that exists in the laboratory industry, the laboratory distinguishes itself by offering quality service, quickly and promptly. In addition, the laboratory offers sampling and delivery of results at home.



**LUQUILLO**  
**SUCCESS STORY**

# SMOKE HOUSE BBQ RESTAURANT

*“Entrepreneurship education is part of the success obtained.”*

**Carolyn Rivera**

Ms. Carolyn Rivera and Ms. Sheila Rivera, residents of Luquillo, visited the Fajardo SBTDC to learn about entrepreneurship. They had moved from California desiring to start their restaurant in Puerto Rico. This was their dream goal. They completed the First Steps Course and gained the knowledge and confidence to push through their business.

The SBTDC Consultant provided one-on-one counseling to support the business plan and financial projections to start their restaurant in Luquillo. Due to the technical support provided, the Rivera team obtained an SBA 7(a) financing and a credit line. The financing was used for improvements, restaurant equipment and inventory.

In 2013, the Smoke House Restaurant opened for business offering food with a distinctive style. Their food is prepared using a smoker with hickory wood and cherry wood giving a unique flavor to the meat. The smoked meat is prepared on site making it a fresh culinary experience. The Smoke House BBQ Restaurant created three full time jobs.



CAGUAS  
SUCCESS STORY



## SANGRÍA LOS HERMANOS

*“Success is a ladder, we should take it step by step without skipping any. The SBTDC motivates me to safeguard my dreams, it enables me with needed tools to implement my business strategy, processes and systems to succeed as a servant leader.”*

**Emmanuel Reyes**

“Sangría Los Hermanos” is a business concept that began in December 2010. Emmanuel Reyes, a young visionary, while working at the restaurant of his brother, observed the need to create a mild alcoholic drink to accompany dinner; so he decided to work a line of soft drinks. He created a drink to evaluate its acceptance and test the market under the name “Los

Hermanos”. The name chosen is in honor of his siblings, Lionel and Eliel, in gratitude for the trust and development opportunity in his business. During these five years, Mr. Reyes had been influenced by the fruit harvested by their parents, grandparents and other juices prepared by his mother. Mr. Reyes prepares the sangria with tropical fruits. “Sangria Los Hermanos” has

been recognized with first prize in recent editions of the Sangria Fest Event. The Sangria is evaluated on its appearance, aroma and flavors. It has competed with over 65 brands of Sangria throughout Puerto Rico as Saborea PR, gastronomic event Porta Del Sol, Al Fresco, Evening in Paradise, recognized in Puerto Rico. The drink has surpassed its expected growth.

**CAMUY**  
**SUCCESS STORY**

# DEL RÍO TRADING

*“We are helping the Puerto Rican economy. We have in addition to the store, four warehouses, more trucks and more employees. It’s a multiplying effect.”*

**Antonio Del Río**

Del Río Trading, a family distributor founded in 1973 in the town of Camuy, experience a dramatic increase in sales during the past 15 years. Edith Rosario, and her husband have managed to convey to their siblings the knowledge, passion, dedication and love for the business. Today, a second-generation is operating the company, which recently celebrated its 42th anniversary, owned by Luisa and Antonio Del Río. “Our parents, started the business, which was dedicated primarily to selling products to beauty salons. We lived in a two-story house. On the top floor was our home, and in the lower level were the store and warehouse. We were raised in the midst of beauty products. I remember having to lift boxes, take orders by phone and at times, accompany my father on his sales calls.” Antonio added. The love for the family enterprise was such that both decided to study professions that would help them develop and grow Del Río Trading. Luisa studied marketing and is also a lawyer and Antonio studied Accounting. The Del Ríos identified new opportunities with national chain stores giving equal attention and focus to the brands they represent from outside vendors from the United States, Europe and South America. The Arecibo SBTDC assisted in the preparation of the financing proposal, financial



projections and growth strategies of the company. As a result of this financing, fifteen (15) jobs were retained and the diversification of Toni Cosmetics makeup line. The siblings are hopeful that in the future, their children will also work in the business so that it remains a family busi-

ness contributing to the Island’s economic development.

**AGUADILLA  
SUCCESS STORY**



## C-5 COFFEE EXPRESS

*“Counseling was instrumental in obtaining the loan to accomplish my dream and the support continues to be key in achieving my vision”.*

**Porfirio Nieves**

Mr. Porfirio Nieves decided to pursue his passion for coffee, catering and airplanes with a coffee shop to welcome visitors arriving and departing at the Aguadilla Airport. Nieves developed the business concept emphasizing Puerto Ricans’ hospitality. Together with his partner Vice President

Lizbeth De Jesús, he set out to offer the best quality of coffee and complimentary products in Aguadilla, focusing on the customer and on creating a welcoming environment. C-5 Coffee Express opened on September 2012 with the financial assistance of San Germán SBTDC. As of date, the busi-

ness has evidenced an increase of 20% in sales and a second coffee shop located at the gate area in the Aguadilla Airport was opened. Porfirio Nieves short term plans include adding a deck to the first coffee shop to accommodate more customers adding 5 new jobs to the team of 17 employees.

**SAN JUAN**  
**SUCCESS STORY****ENCANTOS**  
**DE MI ISLA**

Alfredo Cordero completed the San Juan SBTDC Business Start-Up course in 2011. At that time he was in his second year of college at the Metro Campus of the Inter American University and had some experience as an entrepreneur. Cordero had identified a niche in the school supply market for miniature pieces for dioramas. Achieving sales on his own, he decided to approach the SBTDC to develop a business around this niche. Mr. Cordero and consultant Colón worked on the initial business model and completed several cost analysis by 2012 that resulted in the diversification of pieces. Artisans in Puerto Rico had been looking



for different ways to sell and distribute their products. Mr. Cordero was thinking to establish a distribution business, so he discovered an opportunity of helping distribute other artisan's in the marketplace. "Encantos de mi Isla" began its operations on March 2013 as a trademark of distribution. "Encantos de Mi Isla" offers a variety of crafts created by Puerto Rican artisans. These crafts are sold at Walgreens and others stores chain with the acceptance of the tourist community supporting Puerto Rican artisans. Mr. Cordero has continued receiving one-on-one counseling services focused on how to market local artisan products.

***"Thanks so much for taking the time to help me with my project"***

**Alfredo Cordero**



## PUERTO RICO SBTDC ADVISORY BOARD

The Puerto Rico SBTDC Advisory Board includes business owners, and representatives of different institutions such as SBA, the InterAmerican University of PR, Trade Associations, Government, Regional Initiatives of municipalities and the banking sector, among others.



## 2015 STAR PERFORMER

**Sonia Maldonado**  
Certified Business Consultant  
Fajardo SBTDC

## REGIONAL CENTERS

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### ARECIBO REGIONAL OFFICE

Inter American University  
PO Box 4050  
Arecibo, PR 00614-4050  
Tel. 787-878-5269

### CAGUAS REGIONAL CENTER

Economic Development Bank  
Caguas Municipality  
PR 00725  
Tel. 787-744-8833 ext. 2909

### FAJARDO REGIONAL OFFICE

Inter American University  
PO Box 7003  
Fajardo, PR 00738  
Tel. 787-863-2390 ext. 2360

### SAN GERMÁN REGIONAL OFFICE

Inter American University  
PO Box 5100  
San Germán, PR 00683-5100  
Tel. 787-264-1912 ext. 7717

### SAN JUAN REGIONAL OFFICE

Union Plaza Building, Suite 1001  
416 Ponce de León Avenue  
Hato Rey, PR 00918  
Tel. 787-763-5108

### PONCE REGIONAL OFFICE

Inter American University  
Carr. #1 km.123.2 interior  
Mercedita, PR 00715  
Tel. 787-842-0841

## SPECIALIZED CENTERS

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### INTERNATIONAL TRADE CENTER

Union Plaza Building, Suite 1001  
416 Ponce de León Avenue  
Hato Rey, PR 00918  
Tel. 787-763-2665

### CENTER FOR INNOVATION AND TECHNOLOGY

Union Plaza Building, Suite 1001  
416 Ponce de León Avenue  
Hato Rey, PR 00918  
Tel. 787-763-6811 ext. 239

### LEAD OFFICE - EXECUTIVE OFFICE

Union Plaza Building, Suite 912  
416 Ponce de León Avenue  
Hato Rey, PR 00918  
Tel. 787-763-6811



Technology Accredited

[www.prsbtdc.org](http://www.prsbtdc.org)  

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