

Ricardo Ontiveros Marquez

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Summary

Engineering leader who builds solutions and teams that deliver. I've spent 10+ years modernizing legacy systems, implementing cloud migrations and automation, and leading engineers who ship real results. My focus has always been practical: take complex business problems, architect the right technical solution, deploy it, make it work. I stay hands-on because I genuinely enjoy the technical work; whether that means designing a GCP migration strategy, debugging Python code, or figuring out how to integrate Microsoft Dynamics with analytics platforms. Work best in environments where I can bridge technical execution with business strategy. Core skills: Python, .NET, Ruby on Rails, Google Cloud Platform, with expertise in Looker dashboard development, SQL optimization, and BI platform migrations. Cert in Google Cloud Architect.

Experience

Apr 2025 - Present | IT Manager - Digital Transformation & Automation | AutoZone

Lead multidisciplinary engineering organization of 3 specialized teams: Enterprise Automation, CRM Development, and Visual Merchandising Systems. Drive process automation and digital transformation solutions across multiple AutoZone business domains including Supply Chain, Merchandising, Finance, Commercial Credit, Payroll, Contact Centers, and Store Field Operations. Bridge technical execution with strategic business objectives, defining technical roadmaps and delivering enterprise-scale solutions.

Enterprise Automation & RPA:

Manage Enterprise Automation engineering team, driving **digital transformation** and **business agility** through intelligent automation and process improvement across enterprise operations.

- Deploy automation solutions using **Python, Automation Anywhere, and agentic frameworks integrated with GCP**; implementing document automation, workflow orchestration, and RPA reducing operational overhead.
- Lead process improvement and redesign initiatives enabling business-agility, digital transformation and operational efficiency.

Application Engineering:

Lead **engineering teams** delivering full-stack applications across **CRM, Visual Merchandising, and Cloud Infrastructure** while driving enterprise cloud migration initiatives.

- **CRM Development Team:** Lead **Microsoft Dynamics CRM** customization and integration with **Google BigQuery** analytics environment for unified customer insights
- **Visual Merchandising Engineering Team:** Oversee **.NET/C# application development**, Python analytics integration, and automated provisioning tools for merchandising planogram systems across retail network
- **Cloud Migration:** Spearhead **on-premises to GCP Cloud migration** - Successfully migrated **50% of BI/analytics environment**, achieving **70% processing time reduction** through cloud-optimized SQL and data pipelines

Jan 2023 - Apr 2025 | Analytics and Shared-Services Manager | AutoZone

Managed development and analytics team supporting **Merchandising and Visual Display Planograms** across 5k stores. Led shared-services establishment for AutoZone MX.

- Directed data analytics projects using **SQL, SAS, Python, Google BigQuery**. Developed **KPI Dashboards via Looker and WebFocus**, ensuring metric accuracy and dashboard performance optimization
- Led application development in **.NET, Java Spring Boot, Python, C#** for process automation
- Led design, architecture and implementation of **full BI environment cloud migration to GCP** - improving **processing full cycle time by 70%**
- Established new functional areas at AutoZone MX, consolidating **Analytics, Software Engineering, Marketing, Graphic Design, and Construction Drafting** departments

Jan 2021 - Dec 2022 - Lead Developer BI - AutoZone

Led **ETL, Data Analytics and Reporting for Merchandising Dept.** managing a development team working with **Looker, Big Query, Python, SQL, Google, Web Focus, VBScript and SAS software** along with **HTML, Javascript, JQuery, CSS** for massive reporting and dashboard distribution .

- Mentored team, conducted code reviews, ensured the processes comply with code best praxis to ensure smooth sustainability
- Supported and developed business intelligence reporting solutions, serving over **100 Active upper management and analysis users**.

- **Streamlined and automated** legacy processes, reducing errors and manual efforts
 - Determined business reporting and analytics requirements
 - Designed and modeled large and complex datasets
 - Developed reporting and dashboard solutions
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March 2015 - Dec 2020 - Developer BI - *AutoZone*

- **Business Intelligence Developer** working with **ETL, Data Analytics and Reporting** the **Store Operations dept.**, using **Looker, Big Query, Python, SQL, Google, Web Focus, VBScript and SAS software** for data extraction, and **HTML, Javascript, JQuery, CSS** for massive reporting.
 - Developed and supported **business intelligence** reporting solutions, serving over **5K stores in the US**.
 - Developed ETLs for large and complex datasets
 - Designed, developed and implemented robust reporting and dashboard business solutions.
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May 2013 - Feb 2015 - Support Agent - *AutoZone*

Technical support to US and MX Autozone store's systems and POS, resolving IT issues in real time to ensure seamless operation along with continuous diagnostics ensure systems running smoothly.

- Technical and procedural guidance for Non-Tech Users
 - System Point of Sale support in **UNIX** with DB maintenance in **PostgreSQL**
 - Developed **shell scripting** for automated remote diagnostic and standard-fix tasks
 - **Cisco Networking** support and diagnostics
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Additional Experience

March 2017 - Dec 2022 - Web Developer - *Freelancer*

- **Real Estate Web App:** for designing, developing and deploying application; streamlining user interface interaction, enhancing company's exposure, centralized/digitized CRUD operations for catalog, corporate branding, and database deployment server by using **Ruby on Rails, js, jquery, bootstrap, css, AWS, Corel Draw**
 - **Inventory Cross-Platform App** for Trailer's rent/sell company. Inventory, customer, sales and truck's tracking streamline by using **Ruby on Rails, js, jquery, bootstrap, css, React Native, Digital Ocean, Corel Draw**
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Technical Skills

- **Cloud & Infrastructure:** Google Cloud Platform (GCP), AWS, Cloud Migration, BigQuery, Cloud Architecture
- **Programming & Frameworks:** Python, .NET/C#, Ruby on Rails, Java Spring Boot, JavaScript, React, SQL
- **Automation & RPA:** Automation Anywhere, Process Automation, Workflow Orchestration, Agentic Frameworks
- **BI & Analytics:** SQL, SAS, PostgreSQL, MySQL, ETL Pipelines, Looker, WebFocus, Data Modeling, Dashboard migration/replication, LookML modeling.
- **Enterprise Systems:** Microsoft Dynamics CRM, ERP Integration, Oracle NetSuite
- **DevOps & Tools:** Git, CI/CD, Shell Scripting, RESTful APIs
- **Leadership:** Team Management (10+ engineers), Digital Transformation Strategy, Agile/Six Sigma (Black Belt), Cross-functional Collaboration
- **Languages:** English (Fluent), Spanish (Native)

Education

2003-2008 | Bachelor's Degree - Software Engineer - University of Chihuahua Mx

Certifications

- **Google Cloud Architect** - Google (2025) - [Link](#)
- **Six Sigma Black Belt** - Lean Six Sigma (2024) - [Link](#)
- **Agile meets Design Thinking** - Coursera (2020) - [Link](#)
- **Python Professional** - LinkedIn Learning (2023) - [Link](#)