

Ricardo Ontiveros Marquez

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Summary

10 year AutoZoner, passionate for building new teams and leadership, results-driven, with solid experience in Business Intelligence, Data analytics, and Software Engineering, leveraging diverse technologies such as SAS, WebFocus, SQL, Python, Java, and JavaScript. Ability to drive innovation and efficiency in fast-paced environments by translating complex requirements into functional and high-impact solutions. Skilled in leading and managing data analysis and applications development teams.

Experience

Jan 2023 - Current | General Services and Analytics Manager | AutoZone

General Services Manager

Lead the establishment of new teams and entire functional areas at AutoZone BTSSC MX, collaborating with US stakeholders to transition corporate activities seamlessly. Successfully consolidated diverse departments, including **Analytics, Software Engineering, Marketing, Graphic Design, and Construction Drafting**, all this while serving as a strong liaison between US and MX collaborators.

- **Strategy:**
 - Pitch new team proposals to SSC.
 - Consolidated business requirements and designed org structures.
 - Crafted job roles, defined KPIs, and established new area hierarchies.
- **Recruitment:**
 - Coordinate efforts with HR and SSC for talent acquisition.
 - Oversee onboarding processes, ensure effective trainings and development of career paths.
- **Consolidation:**
 - KPIs presentations to SSC.
 - Provided mentorship through 1:1s, IDPs and career coaching.
 - Streamline processes, set SMART objectives, and identified additional resource needs.

Analytics Manager

Manage a team of analysts and software engineers supporting **Marketing, Merchandising Analysis and Visual Display for Planograms**. Delivered business insights, automation solutions, and process optimizations.

- **Data Analytics:**
 - Supervise analytics projects using **SQL, SAS, Python**, and **Google BigQuery** for current migration for data-driven Merchandising strategies.
 - Lead the support and development of **KPI Dashboards**, massive reporting and **Data Processing**.
- **Application Solutions:**
 - Lead app development in **C# .NET and Java** for **Visual Display PogSite and Batch Engine** and **BTSSC Internal Apps**.
- **Leadership & Strategy:**
 - Defined and tracked KPIs for analytics projects to measure success.
 - Established training plans, IDPs, and career paths to enhance team performance.
 - Collaborated on business requirements and implemented process improvement strategies.

Jan 2021 - Dec 2022 | Lead Developer BI | AutoZone

In charge of **BI Merch Area** leading a developers team working with **SAS, SQL, Web Focus, VBScript and Python** along with **HTML, Javascript, JQuery, CSS** for massive data reporting and dashboard distribution.

- Mentoring, code reviewing, ensure the processes comply with code best praxis to ensure smooth sustainability
- In charge of support and development business intelligence reporting solutions, serving over **100 Active upper management and analysis users**.
- **Streamline and automation** of legacy process, reducing errors and manual efforts
- Determine Business Reporting and analytics requirements
- Design and modeling for Large and complex data
- Reporting, Dashbaording design and development

March 2015 - Dec 2020 | Developer BI | AutoZone

- **Business Intelligence Developer** working with **Data extraction and Reporting** for the **Store Ops. dept.**, using **SAS, SQL, Web Focus and SAS software** for data extraction, and **HTML, Javascript, JQuery, CSS** for massive reporting.
- In charge of support and development **Business Intelligence** reporting solutions, serving over **5K stores in the US**.
- Develop ETLs for Large and complex data.
- Design, develop and implementation of robust Reporting, Dashbaording bussines solutions.

March 2018 - Dec 2022 | Web Developer | Freelancer

- **Real Estate Web App**, responsible of design, develop and deploy application; streamlining user face interaction, enhancing company's exposure, centralize/digitize crud catalog corporate image and logo, database, deployment server by using **Python, Ruby on Rails, JS, jquery, bootstrap, css, AWS**
- **Inventory Cross-Platform App** for Trailer's company. Inventory, customer, sales and truck's tracking streamline by using **Python, Ruby on Rails, jquery, bootstrap, css, React Native, Digital Ocean**

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**
- Develop **Shell scripting** for automated remote diagnostic and standard-fix tasks
- **Cisco Networking** support and diagnostics

Skills

- **Soft Skills:** Fluent in English, Management, Leadership, Mentoring, Project Management
- **Development:** SQL (8+ Years), Web Focus (8+ years), JavaScript (7+ years), React (1+ years), Java(1+ years), APIs, PostgreSQL, HTML, CSS, Angular, Bootstrap
- **VCS:** Git, SVN.
- **Effective Communication:** Spanish (native), English fluently.

Education

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

Certifications

- **Six Sigma** | *Yellow Belt* : YB-5419 | *Green Belt* : YB-5419
- **Coursera** | *Agile meets Design Thinking* | coursera.org/verify/QENLZQRZ2DMM
- **LinkedIn** | *Python* | [LinkedIn Certification](#)
- **LinkedIn** | *Agile at Work: Building Your Agile Team* | [LinkedIn Certification](#)
- **LinkedIn** | *Public Speaking* | [LinkedIn Certification](#)