

# RICARDO ARMANDO RENTERÍA ZEPEDA

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Results-driven professional with 15+ years of experience in IT operations, process improvement, and executive support. Proven track record in optimizing business processes, implementing technology solutions, and enhancing operational efficiency. Combines strong technical expertise with a strategic business mindset developed through an MBA.

## EDUCATION

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- **MBA – Master of Business Administration**
    - Technological University of Mexico (UNITEC) | 2023 – 2025
  - **Bachelor of Science in Information Technology Management**
    - Technological University of Mexico (UNITEC) | 2021 – 2023
  - **Coursework toward a degree in Computer Systems Engineering**
  - Tecnológico de Monterrey, Campus Toluca
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## PROFESSIONAL EXPERIENCE

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### **Executive Assistant & IT Systems Lead | AG Terramex Energy S.A. de C.V. | August 2020 – Present**

- Led process improvement initiatives that reduced administrative workload by 50% and improved operational efficiency
- Optimized information flow and document management systems, improving efficiency and decision-making
- Implemented technology solutions to enhance internal systems and operational performance
- Coordinated executive support operations, acting as a key liaison between senior management, departments, and external partners
- Supported business operations and strategic initiatives, aligning IT solutions with organizational goals

### **Coordinator of Educational Technology Systems and Support | Springfield School (Toluca and Metepec) | August 2006 – June 2020**

- Managed IT operations and educational technology platforms, ensuring system reliability and performance
- Implemented technology-driven improvements that increased operational productivity
- Oversaw infrastructure, inventory management, and cybersecurity practices
- Led technology modernization projects, supporting digital transformation initiatives
- Provided technical support and training, improving adoption of digital tools across staff

## CORE SKILLS

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- Process Improvement & Business Optimization
- IT Operations & Systems Implementation
- Digital Transformation
- Project Management
- Executive Support & Stakeholder Management
- Data-Driven Decision Making
- Operational Efficiency
- Cross-functional Coordination
- Problem Solving & Strategic Thinking