

# Alvaro Morales

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## EDUCATION

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### USAP University

*Bachelor of science in Computer Technologies Engineering*

SPS, Cortés

Sep. 2018 – Dec. 2024

### Activ Lernen

*German A1-B2 Certificates*

Cologne, NRW

Jan. 2016 – Mar. 2017

### HD & Freedom HS

*Bachelor's degree in science and arts*

SPS, Cortés

Aug. 2013 – Jun. 2015

## EXPERIENCE

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### Freelance

*Local and International Clients*

Jan. 2024 – Present

SPS, Cortés

- Web development.
- Technological implementations for businesses.
- Domotics.
- Design of technological systems.
- Technological automations.
- Training courses.

### Professor of Technical and Practical Courses

*Instituto Tecnológico de Excelencia Educativa (ITEE)*

Jul. 2024 – Oct. 2024

SPS, Cortés

- Design a syllabus with value units for a practical course on Databases.
- Design a syllabus with assessment units for a practical course on Agile Methodologies.
- Teach the designed course of Databases to 11th grade programming technology baccalaureate (29 students) on Saturdays.
- Teach the Agile Methodologies course designed for 12th grade programming technology baccalaureate (13 students) on Saturdays.
- Grade both courses at the end of the period.

### Digital Traffic Analyst

*OPSA Group*

Nov. 2023 – May. 2024

SPS, Cortés

- R&D of outsourced software and technological tools for the resolution and execution of specific queries to the implementation in different areas.
- Adaptation and supervision of data traffic in websites with google analytics.
- Data analysis and evaluation in Meta platforms (Facebook, Instagram and WhatsApp), Google platforms (Google Ads, Youtube, Google Maps, and Waze), Tiktok and Spotify.
- Structuring and organization of Agile Metodologies in platforms such as Trello and Monday.
- Use and segmentation of MIDRI (OPSA Audience Database).
- SEO & SEM for different campaigns.
- Reports and presentation creation.

### Web Developer

*OPSA Group*

Jan. 2023 – Nov. 2023

SPS, Cortés

- Development and maintenance of websites such as landing pages, microsities, web apps, blogs, e-commerce and web forms.
- Implementation, maintenance and management of hosting servers with Bluehost, Hostinger, Namecheap, Weebly, Google Workspace, Godaddy and Hostgator.
- Creation and presentation of proposals, updates and projects, both virtual and face-to-face, for end clients and team members.
- Implementation of active and preventive security measures for monitoring, scanning and privilege management such as Firewall rules, 2FA Login, reCaptcha, IP blocking.
- Debugging and cleaning of compromised code in different websites due to computer viruses.

- Working together with graphic designers and creative strategists for the realization of the frontend of the web sites.
- Creation and management of database technology.

### **Sales Trainer**

Sep. 2021– Feb. 2022

*TravelPass Group, Allied Global BPO*

*SPS, Cortés*

- Trained new hire representatives for the sales department.
- Guided groups of new employees on the technological tools and proprietary software used by the company.
- Mentored Low performers.

### **Sales Floor Supervisor**

Jan. 2021– Sep. 2021

*TravelPass Group, Allied Global BPO*

*SPS, Cortés*

- Led and guided a 15-25 person teams (rotative) towards sales Goals.
- Monitorization, analysis, and optimization of individual and team metrics.
- Planification and coordination of weekly and monthly evaluations.
- Individual Development and retention of team members.

### **Sales Executive**

Nov. 2020– Jan. 2021

*TravelPass Group, Allied Global BPO*

*SPS, Cortés*

- Handled hotel reservations sales and customer inquiries.
- Provided clients with recommendations for optimal stay experiences based on their trip.
- Managed high-stress situations to consistently meet work objectives and personal commissions goals.

### **Technical Support Specialist**

Apr. 2018– Nov. 2020

*TracFone Wireless, Allied Global BPO*

*SPS, Cortés*

- Assisted Clients with network connectivity.
- Solved and assisted costumers with technical problems with their devices.
- Made use of flowcharts to generate solutions.

### **Customer Service Representative**

Jul 2015– Dec. 2015

*Wester Dental, KM<sup>2</sup> Solutions BPO*

*SPS, Cortés*

- Assisted Clients with reservations using proprietary appointments-scheduler software.
- Helped customers to feel better with their mouth-health issues.

## **HACKATHONS & EVENTS**

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**NASA SPACE APPS CHALLENGE 2024:** Currently participated in another 48<sup>th</sup> hours Hackathon with a Nasa Challenge about how to solve and educate local farmers on Soil Sampling Analysis for better agriculture in our country. For this, me and my Team developed a prototype of an app and an entire system of certification in combination with external agencies for funding. Waiting for the results to be positive for us to participate in the Nasa Global Nominees 2024 and continue our project.

**HUAWEI Seeds for the Future 2024:** I was one of the 9 students selected to represent the country of Honduras for a week with all expenses paid for the event organized by Huawei in El Salvador in which we had to compete against other countries in Latam and the Caribbean. I received trainings on Artificial Intelligence, Cloud Computing and 5G Networks from Huawei. Also, through the DÖNGXii team and the Tech4Good program we had live mentors and preparation structure to work on our projects. Honduras made it to the top 10 finalists out of 30+ teams. It was an amazing event where we learned a lot and got to meet different cultures and make many connections.

**Ethereum Latam Hackathon 2024:** The annual Ethereum Latam Hackathon took place in SPS, HN, and I participated in the event. Spanning over two days and one night, the hackathon showcased a total of 8 Web3 technologies as categories. Our team successfully implemented 5 categories, standing out as the only team to do so. As a result, we won prizes in all the categories and were among the top 3 teams overall, earning a total prize of \$7,000. Our project focused on education, utilizing each technology to address specific aspects. Specifically, we aimed to assist students in having their academic history stored on the blockchain, ensuring transparency and eligibility for scholarships. This initiative aims to address the challenges faced by talented students who lack connections or face limitations in promoting themselves.

**NASA SPACE APPS CHALLENGE 2023:** I participated in one of the hackathons organized by NASA

around the world in the city of Tegucigalpa, HN. The event lasted 3 days, 2 nights and my team and I managed to get the second (2<sup>nd</sup>) place winning a prize of L25,000 and advancing to the finals to compete against other projects internationally. Our project was based on the education of primary school children making an educational program for learning about water systems on our planet through gamification and in this way learn while playing.

## Soft SKILLS

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**Team:** Effective communication, teamwork, brainstorming, honesty, mentoring & training, leadership, empathy, emotional intelligence, conflict resolution, networking, decision making, negotiation.

**Personal:** Adaptability, critical thinking, time management, creativity, work ethic, responsibility, attention to detail, stress management, proactivity, curiosity, patience.

## TECHNICAL SKILLS

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**Languages:** JavaScript, HTML/CSS, PHP, Python, C#, SQL (MySQL and Microsoft SQL Server).

**Frameworks:** Laravel, React, Node.js, Flask, ASP.NET, WordPress, Webflow, Bootstrap, Tailwind CSS, Semantic UI, Bulma CSS, Materialize.

**Tools:** Office, VS Code, Visual Studio Community, Git, Github, Docker, PyCharm, Sublime Text, Figma, Canvas, Cisco Packet Tracer, GCP, AWS, Trello, Monday, Zoom, Microsoft Teams, Google Meet, Notion, Discord, WSL, Virtualbox, VMWare

**OS:** Widows, Windows Server, Linux (Ubuntu, Kali, MintOS, Fedora).

**Libraries:** NumPy, OpenCV, Font Awesome, Normalize.css, animate.css