# Alvaro Morales

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## EDUCATION

**Google Skills Certifications**                                                                 SPS, Cortés

*Google Cloud AI Infrastructure*                                                                 *Dec. 2025*

**Google Skills Certifications**                                                                 SPS, Cortés

*Google Cloud Digital Leader*                                                                     *Dec. 2025*

**USAP University**                                                                               SPS, Cortés

*Bachelor of Science in Computer Technologies Engineering*                                        *Dec. 2024*

**Infinity Education Center**                                                                     SPS, Cortés

*Computer Repair and Maintenance Technician*                                                      *Oct. 2021*

**Activ Lernen**                                                                                 Cologne, NRW

*German A1-B2 Cetificates*                                                                        *Mar. 2017*

**HD & Freedom HS**                                                                               SPS, Cortés

*Bachelor's degree in science and arts*                                                           *Jun. 2015*

## EXPERIENCE

**Freelance Services (Current)**                                                        *Jan. 2024 – Present*

*Local and International Clients*                                                                 *SPS, Cortés*

- Web development.
- Technological implementations for businesses.
- AI Solutions.
- Cloud Consultories.
- Design of technological systems.
- Technological automation.
- Training courses.

**Front-End Web Designer**                                                            *Nov. 2024 – May. 2025*

*PopMenu, Crescendo AI/PartnerHero*                                                     *(hybrid) SPS, Cortés*

- Responsive Design Implementation.
- UI/UX Design patterns application.
- Adding interactive web elements.
- Accessibility Optimization adhering to WCAG guidelines.
- Structuring web layouts.
- Applying PopMenu's proprietary libraries and technologies.
- Cross-functional Collaboration.
- Brand consistency and adaptation.
- Web performance optimization and SEO best practices.
- Testing with Google Lighthouse

**Zendesk Administrator**                                                             *Ago. 2024 – Jan. 2025*

*Universidad Privada de San Pedro Sula (USAP)*                                                    *SPS, Cortés*

- Registration & configuration of a Zendesk Instance.
- Creation of categories, groups and user roles (End-Users, Admin, Agent, Light-Agent/Contributor).
- Ticket Management and automation.
- Implementation of a Custom Help Center (Guides, FAQ, Forum Gathering, Articles, News, Blog, Branding).
- Autonomous instance with Macros, Triggers (SLAs), Procedures and Automations.
- Channel Management (Email rerouting, live chatbot embedding, Messaging, Social media connection).
- Security rules setup Environment and WFM/monitoring (Status, Password Policies, 2FA, IP restrictions).
- Marketplace/3rd party apps integrations (App Support, via API, App builder with ZCLI, Webhooks).

**Professor of Technical and Practical Courses** *Jul. 2024 – Oct. 2024*

*Instituto Tecnológico de Excelencia Educativa (ITEE)* *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 on 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** *Nov. 2023 – May. 2024*

*OPSA Group* *SPS, Cortés*

- R&D of outsourced software and technological tools for the resolution and execution of specific queries for 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 Methodologies 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** *Jan. 2023 – Nov. 2023*

*OPSA Group* *SPS, Cortés*

- Development and maintenance of websites such as landing pages, microsites, 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, and 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 front end of the websites.
- 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 team (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 commission goals.

**Technical Support Specialist**                                        Apr. 2018– Nov. 2020

*TracFone Wireless, Allied Global BPO*                                        *SPS, Cortés*

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

**Customer Service Representative**                                        Jul 2015– Dec. 2015

*Wester Dental, KM² 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

**NASA SPACE APPS CHALLENGE 2025**

**Puzzle CodingLatam 2025**

**Puzzle CodingLatam 2024**

**NASA SPACE APPS CHALLENGE 2024**

**HUAWEI Seeds for the Future 2024**

**Ethereum Latam Hackathon 2024**

**NASA SPACE APPS CHALLENGE 2023**

## Soft SKILLS

**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, and patience.

## TECHNICAL SKILLS

**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, Salesforce, Visual Studio Community, Git, Github, Docker, PyCharm, Sublime Text, Figma, Canvas, Cisco Packet Tracer, Google Workspace (G-Suite), Google Console, Gmail Routing, Drive Permissions, Slack, Confluence, Okta, Trello, Monday, Zoom, Zendesk, n8n, Microsoft Teams, Google Meet, Notion, Discord, WSL, Virtualbox, VMWare
**Cloud:** Google Cloud Platform (GCP), Huawei Cloud, Supabase, Hostinger, Bluehost.
**OS**: Windows, Windows Server, Linux (Arch, Omarchy, Debian, Ubuntu, ParrotOS, Kali, MintOS, CachyOS, antiX).
**Libraries**: NumPy, OpenCV, Tesseract, Yolo, Font Awesome, Normalize.css, animate.css