

Alvaro Morales

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EDUCATION

Cloud Engineer <i>Google Skills Certifications</i>	SPS, Cortés Mar. 2026
Google Cloud AI Infrastructure <i>Google Skills Certifications</i>	SPS, Cortés Jan. 2026
Cloud Digital Leader <i>Google Skills Certifications</i>	SPS, Cortés Dec. 2025
BSc in Computer Technologies Engineering <i>USAP by Arizona State University</i>	SPS, Cortés Dec. 2024
Computer Repair and Maintenance Technician <i>Infinity Education Center</i>	SPS, Cortés Oct. 2021
German A1-B2 Certificates <i>Aktiv Lernen</i>	Cologne, NRW Mar. 2017
Bachelor's degree in science and arts <i>HD & Freedom HS</i>	SPS, Cortés Jun. 2015

EXPERIENCE

Artificial Intelligence Team Lead <i>Crescendo AI</i> <ul style="list-style-type: none">Strategic AI Implementation.AI Design, Integration, and Deployment.AI Data-Driven Leadership.Performance Optimization.KPI & Dashboard Management.Cross-Functional Liaison.Standardization & Mentorship.User Acceptance Testing & Launch.	Feb. 2026 – Present (hybrid) SPS, Cortés
Freelance Services <i>Local and International Clients</i> <ul style="list-style-type: none">Web development.Technological implementations for businesses.AI Solutions.Cloud Consultories.Design of technological systems.Technological automation.Training courses.	Jan. 2024 – Present SPS, Cortés
Front-End Web Designer <i>PopMenu, Crescendo AI</i> <ul style="list-style-type: none">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.	Nov. 2024 – Feb. 2026 (hybrid) SPS, Cortés

- Brand consistency and adaptation.
- Web performance optimization and SEO best practices.
- Automated Testing.

ML/AI Trainer

*Oct. 2024 – Jun. 2025
(Remote) SPS, Cortés*

CrowdGen by Appen

- Alignment and RLHF (Reinforcement Learning from Human Feedback).
- Human Preference Ranking.
- Ground Truth Creation.
- Supervised Fine-tuning (SFT).
- Chain-of-Thought (CoT) Evaluation.
- Fact-Checking & Hallucination Detection.
- Red Teaming.

Zendesk Administrator

*Ago. 2024 – Jan. 2025
SPS, Cortés*

Universidad Privada de San Pedro Sula (USAP)

- 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
SPS, Cortés*

Instituto Tecnológico de Excelencia Educativa (ITEE)

- 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
SPS, Cortés*

OPSA Group

- 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
SPS, Cortés*

OPSA Group

- 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