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GitHub: https://github.com/Yves-GO-bag
Portfolio: https://carl-alvarez-porfolio-website.netlify.app/

PROFESSIONAL SUMMARY

Self-taught Front-End Developer and tech professional with hands-on experience building responsive, interactive websites using HTML, CSS, and JavaScript. Experienced in UI/UX design, Git version control, website deployment, and client project management. Proven ability to deliver functional, user-friendly websites for personal and client projects.

EXPERIENCE

Junior Front-End Web Developer
Las Vegas, NV | September 2025 – Present

Summary:
Aspiring front-end developer with hands-on experience building responsive and interactive websites. Skilled in HTML, CSS, JavaScript, and UI/UX implementation. Currently developing multiple projects, enhancing interactivity and functionality. Seeking opportunities to contribute to dynamic web projects and grow as a web developer.

Projects & Achievements:

- Portfolio Website: Central hub linking all projects; fully responsive across various screen sizes. Currently adding interactive features and content updates.

- Restaurant Website: Personal project showcasing HTML, CSS, and JavaScript skills; includes responsive layout and interactive hamburger navigation. Actively improving UI/UX and interactive elements.

- Real Estate Agents Website: Client project deployed on Netlify with its own domain; fully functional and responsive. Ongoing enhancements to user experience and layout refinements.

- Developers Go Bag: Desktop-focused tool for developers to reference HTML, CSS, JavaScript resources and interactivity; currently adding additional functionality and interface improvements.

Key Skills:

HTML | CSS | JavaScript | Responsive Design | Media Queries | UI/UX Principles | Git & Version Control | Website Deployment (Netlify) | Basic SEO

Alpha Ops Instructor
Zoox – Las Vegas, NV
February 2024 – Present (On-Site)

Started at Zoox as an **Autonomous Vehicle Operator**, responsible for safely operating and monitoring autonomous vehicles in real-world conditions. After demonstrating consistent performance, attention to detail, and strong leadership, I was promoted to **Alpha Ops Instructor** within 6 months.

In my current role, I deliver high-level instruction and hands-on training to new operators, preparing them for the operational and safety standards required in autonomous vehicle deployment. I tailor instruction to individual learning needs and work closely with leadership to maintain and continuously improve the training program.

Key Responsibilities:

● Promoted from Autonomous Vehicle Operator to Alpha Ops Instructor after 6 months of outstanding performance.
● Deliver technical training on the operation and troubleshooting of autonomous vehicles to new hires and current team members.
● Monitor and coach operator performance, providing real-time feedback and personalized improvement plans.
● Collaborate with management and cross-functional teams to optimize training effectiveness and operational excellence.

Key Skills:

Training & Development | Performance Evaluation | Instructional Design | Team Leadership | Safety & Compliance | Autonomous Vehicles | Feedback & Coaching

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Senior Customer Care and Operations Representative
Paysign, Inc. – Henderson, NV
February 2022 – February 2024 (On-Site)

● Managed prepaid card services, ensuring smooth operations for activation, refunds,transfers, and replacements.
● Assisted clients with healthcare copay accounts, offering detailed explanations on benefits and medication-related inquiries.
● Maintained accurate transaction records, adhering to internal policies and compliance regulations.
● Demonstrated problem-solving skills to resolve complex customer issues efficiently.
● Collaborated with cross-functional teams to troubleshoot issues, enhancing customer Satisfaction.

Key Skills:
Customer Support | Problem Resolution | Healthcare Support | CRM (Salesforce) | Operational Efficiency | Data Management | Compliance Adherence

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Inbound Sales and Client Solutions Representative
SmartStop Self Storage – Henderson, NV (Remote)
March 2021 – February 2022

● Managed inbound inquiries via calls and emails regarding storage unit availability, pricing, and terms.
● Conducted needs assessments and recommended storage solutions based on customer requirements.

- Processed rental agreements and payments, ensuring timely and accurate documentation.
- Fostered strong customer relationships to ensure long-term satisfaction and retention.
- Met sales targets by converting inquiries into rentals while maintaining excellent customer service.

Key Skills:
Sales | Customer Relationship Management | Needs Assessment | CRM Software | Conflict
Resolution | Time Management

Dental Solutions Consultant and Clinical Support Advisor
The Aurum Group – Spokane, WA
September 2018 – October 2020

- Consulted with dentists on restorations, implants, crowns, and bridges to ensure optimal material selection.
- Acted as a liaison between dental offices and labs to ensure clear communication and precise fabrication.
- Educated clients on the benefits and limitations of various implant systems and materials.
- Supported the fabrication process, ensuring quality control and on-time delivery of dental products.
- Delivered troubleshooting and adjustments for product success in clinical settings.

Key Skills:
Client Consultation | Dental Prosthetics | Quality Control | Troubleshooting | Technical Support |
Training & Education

Team Lead and Quality Control
Glidewell Dental – Las Vegas, NV
August 2013 – August 2018

- Managed lab operations, optimizing workflow to meet production deadlines and quality standards.
- Led the quality control process, ensuring the accuracy and precision of dental products.
- Supervised and mentored a team of technicians, fostering a culture of continuous improvement.
- Identified inefficiencies and implemented process improvements to reduce errors and boost production efficiency.
- Maintained strong relationships with clients (dentists), addressing concerns and ensuring Satisfaction.

Key Skills:
Leadership | Operations Management | Quality Control | Process Optimization | Client Relations
| Team Development

EDUCATION

Associate of Science in Information Technology

TECHNICAL SKILLS

Front-End Development: HTML5, CSS3, JavaScript (ES6+), Responsive Design, Media Queries, UI/UX basic Implementation
Version Control & Deployment: Git, GitHub, Netlify, Vercel

Additional Tools: Basic SEO, Content Management, Browser DevTools
Software & Tools: Salesforce CRM, Microsoft Office Suite
Technical Skills: System Troubleshooting, Technical Documentation, Database Management
Operating Systems: Windows, macOS

ADDITIONAL SKILLS

● **Soft Skills:** Strong Communication, Critical Thinking, Leadership, Problem-Solving, Conflict Management
● **Languages:** English