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Alfie Reyes Sr.

SUMMARY

I am an adaptable and detail-oriented ex-Ai Tutor and App Support Specialist for xAi's Grok, a former Data collection Operator for Tesla's Optimus Bot and former Product and Content Review Analyst with over 4 years of experience in Quality Assurance roles. I am committed to ongoing learning and professional development, and I am passionate about embracing new technologies and innovations to further enhance my skill set. I am always seeking opportunities that will allow me to apply my current skills while pursuing continuous growth and advancement within a dynamic and innovative environment.

SKILLS

- Experience with RLHF, Multimodal and Technical App Support for Xai's Grok
- Content moderation and user content monitoring
- Experience with researching for intellectual property and trademark violations
- Strong organizational capabilities, with great attention to detail
- Proficient in reading and writing informal and professional English
- Ability to discuss thoughts, ideas, and concepts clearly with other team members
- Strong communication, interpersonal, and analytical skills to be able to work with various team members
- Ability to learn quickly, and work efficiently and accurately in a fast-paced environment
- Ability to be flexible in order to respond quickly and positively to shifting demands
- Ability to work under tight deadlines and handle multiple, detailed tasks

EXPERIENCE

xAI, (Remote)

- *App Support Specialist*

March 2025 – November 2025

- Managed the Grok app feedback platform on Intercom from initial release to present. interacting directly with customers and troubleshooting complex issues independently on a daily basis

- Maintained knowledge of app updates and resolutions to user issues as they are applied in order to help resolve bottlenecks in app functionality and usability for both iOS and Android platforms, ensuring a smooth customer experience
- Analyze and research reported issues, obtain detailed error reporting from users to aid troubleshooting, and help set priority based on relative importance by flagging and reporting on the proper channels
- Collaborate with Engineers to resolve issues within the Grok app by providing user feedback reports to identify specific app issues users experience
- Tag user suggestions for app improvements for Engineers to review and consider
- Provide exceptional customer service and trouble shooting instructions for app users

– Ai Tutor

SEPTEMBER 2024 – MARCH 2025

- Leverage proprietary software applications to facilitate input and labeling processes for designated projects while ensuring the delivery of meticulously curated data of exceptional quality.
- Collaborate with technical staff to enhance the design of efficient annotation tools, while also participating in diverse writing assignments aimed at refining generative AI models.
- Play a pivotal role in supporting and contributing to the training of new tasks, working closely with the technical staff to ensure the successful development and implementation of cutting-edge initiatives/technologies.
- Contributed to comprehensive quality assurance on Ai models integrating various data formats like text and images, ensuring high standards of performance and accuracy.

TESLA, Palo Alto, Ca. – *Data Collection Operator, Optimus*

MARCH 2024 – SEPTEMBER 2024

- Set-up Optimus bot and manage various tasks as a Support Operator
- Operate Optimus using specialized control interfaces and Tesla software
- Troubleshoot issues as they arise as quickly and efficiently as possible to reduce downtime during collection sessions
- Provide exceptional and accurate data consistently by maintaining an expanding knowledge base of task guidelines and requirements
- Collaborate with engineers in different departments for special tasks for navigation and mapping purposes
- Piloting operations in a new designated setting to provide data sets specific to the location and environment with Optimus
- Walk a predetermined test route for data collection
- Wear a motion capture suit and Virtual Reality headset while performing designated movements and actions based on the task requirements
- Perform continuous hand/eye coordination and fine manipulation, body coordination, and kinesthetic awareness for different tasks involving Optimus
- Perform evaluation testing with Optimus on different datasets
- Start/stop recording devices and perform minor equipment and software debugging
- Upload data collected and write daily reports detailing observations and issues
- Provide feedback on the performance of the equipment

- Train and certify new operators on proper data-collection procedures, equipment handling, and safety workflows
- Communicate with teammates and leadership when issues arise that need addressing in a timely manner
- Led quality efforts in data collection operations with prioritized projects in new facilities

SHEIN Distribution Corporation, (Remote) – Product Review Analyst

MARCH 2022 – MARCH 2024

- Reviewing, categorizing, and tagging large volumes of products and content
- Investigating, escalating, and resolving potential issues with products and content related to intellectual property and trademarks
- Keeping up-to-date with industry trends, news and public information
- Coordinating with other team members to identify and discuss information related to products or content
- Maintaining a database of products and content
- Exercising good judgment when reviewing products and content that are appropriate and meet brand guidelines and Standard Operating Procedures (SOPs)

BC Forward, Mountain View, Ca. – Social Media Content Review Analyst

JULY 2018 – FEBRUARY 2021

- Review and analyze hundreds of user generated content for FB and classify according to policy standards and guidelines. Deliver high quality content review consistently and accurately.
- Meet and exceed expected daily quotas.
- Maintain 95% accuracy or better. Provide insights on content reviewed including possible trends and abusive behavior, escalating when required.
- Provide feedback and suggestions to improve review process and workflows, including product innovation.

Vapory Shop LLC, San Francisco, Ca. – Co-Founder | eCommerce Admin and Site Merchandiser

JANUARY 2014 – JANUARY 2018

- 4 years of experience as the eCommerce Admin. and Site Merchandising Manager for Vaporyshop.com
- Directed BigCommerce website to over 1.2 million in revenue within 2 years
- Sourced valuable products that exceeded sales and market expectations
- Maintained in-store and online product inventory, including product detail pages (PDPs) and product listing pages (PLPs) on the BigCommerce site
- Collaborated with outside design and packaging sources to bring new products to market

- Manipulated simple HTML/CSS/JS code to produce desired site functionalities and design
- Implemented and managed new technologies, including online and in-store payment systems, delivery services, SEO, age verification program, rewards programs, digital marketing tools, and analytics
- Maintained website authority with Google webmaster and Google analytics, along with knowledge of other G Suite related tools and services
- Director of email marketing. Coordinated Constant Contact email marketing campaigns and grew contact list to over 25k within the first 2 years
- Created ads, banners and other creative visual content for social media, website and email campaigns with Adobe Photoshop, Illustrator, Lightroom, and Spark
- Perform payroll functions on the Square platform, such as maintaining timekeeping information and processing and submitting payroll
- Managed and assisted in storefront and warehouse duties, including order processing, shipping, packing and in-store sales
- Process payment disputes and discrepancies through payment processor accordingly
- Resolved IT issues with intuitive problem solving and troubleshooting skills, resulting in increased knowledge of networking issues, to website and app conflicts and malfunctions
- Provided knowledgeable and best-in-class customer service in-store, over the phone, and online with excellent written and verbal communication skills

EDUCATION

City College OF SF, San Francisco, Ca. – *Graphic Design|No Degree*
JANUARY 2003 – MAY 2011 (On & Off)

Balboa High School, San Francisco, Ca. – *Graduated*
JANUARY 1996 – JUNE 1999