

Carl Yves John S. Alvarez

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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.

PROJECTS

Webcerf - Web Development Company Website (Client Project)

Live, fully responsive company website hosted on its own custom domain, showcasing services, portfolio, and integrated contact forms for lead capture. Features interactive navigation, mobile-friendly design, and visually engaging sections. Active updates to the site are ongoing.

Live: <https://webcerf.com/>

GitHub: <https://github.com/Yves-GO-bag/Webcerf>

Portfolio Website

A responsive personal website showcasing all projects, skills, and experience.

Live: <https://carl-alvarez-portfolio-website.netlify.app>

GitHub: <https://github.com/Yves-GO-bag/Portfolio>

Restaurant Website

Responsive website with interactive mobile navigation and clean UI.

Live: <https://restaurant-mobile-website.netlify.app>

GitHub: <https://github.com/Yves-GO-bag/Restaurant-Website>

Real Estate Agents Website (Client Project)

Fully deployed client site with custom domain; mobile-friendly and optimized for users.

Live: <https://tinman168.com>

GitHub: <https://github.com/Yves-GO-bag/Clients-Real-Estate-Website>

Developers Go Bag

Desktop-focused resource website for developers with categorized HTML/CSS/JS references.

Live: <https://developers-go-bag.netlify.app>

GitHub: <https://github.com/Yves-GO-bag/Developers-go-bag>

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:

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

2. Web Development Company Website: Live, fully responsive company website hosted on its own custom domain, showcasing services, portfolio, and integrated contact forms for lead capture. Features interactive navigation, mobile-friendly design, and visually engaging sections. Currently active updates to the site are ongoing.

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

4. 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.

5. 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

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

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

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