Joey Alvarado

CONTACT DETAILS
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⭘ https://github.com/jalvaradoz | in linkedin.com/in/joey-alvarado-741a36180

⊛ **Portfolio Website: https://joeyalvarado.netlify.app/**

EDUCATION

React Frontend Development Career (116 hours) / Finished on the best top 10 of my class - Coder House

Back End Development career – in progress - Coder House

Full Stack Development Carrer – in progress - Coder House

COMPLEMENTARY EDUCATION & CERTIFICATES

React JS Certification / Finished on the best top 10 of my class **-** Coder House

JavaScript Certification / Finished on the best top 10 of my class - Coder House

Web Development Certification / Finished on the best top 10 of my class - Coder House

Advance MS Office Excel Course - UDEMY

EF SET English Certificate (C2 Proficient) - EF Standard English Test (EF SET)

Management Skills - UTEL University

PROJECTS

Alter Jewelry E-commerce   https://alterjewelry.vercel.app/

- ⊛ Developed on React JS with Vite
- ⊛ Implemented Tailwind CSS
- ⊛ Firebase for products and also user authentication
- ⊛ Yup validation, React Router Dom, Framer Motion dependencies & more
- ⊛ Real payment integration powered by PayPal
- ⊛ Deployed on Vercel

GitHub repository: https://github.com/jalvaradoz/Project_ReactJS.git

Neko-San Coffee shop   https://neko-san.netlify.app/

- ⊛ Developed Frontend
- ⊛ Implemented HTML & CSS
- ⊛ Bootstrap Framework and SASS Preprocessor
- ⊛ Grid Gallery
- ⊛ Animations & transitions
- ⊛ SEO

GitHub repository: https://github.com/jalvaradoz/Proyecto_dw_46960.git

BUSINESS EXPERIENCE

Language Line Solutiuons, Mexico City, Mexico   From Nov 2024 – To Date
Interpreter Company

English-Spanish Interpreter

* As an English-Spanish Interpreter, I specialize in facilitating effective communication between individuals with language barriers across diverse industries and critical scenarios. My role involves interpreting phone calls with precision and cultural sensitivity, ensuring clarity and understanding in high-stakes environments such as:

- Emergency Services (911): Assisting first responders by accurately conveying information between callers and dispatchers to support swift and effective decision-making during emergencies.

- Social Services: Enabling clear communication between clients and social workers to facilitate access to vital resources and assistance.

- Medical Settings: Providing accurate interpretation during medical consultations, appointments, and emergencies to ensure patient care and understanding.

- Interviews and Formal Inquiries: Assisting with interviews, investigations, and other formal interactions to guarantee accurate exchange of information.

With a commitment to confidentiality, professionalism, and cultural awareness, I am dedicated to bridging the gap for Spanish- and English-speaking individuals, fostering understanding and accessibility in critical situations.

Home Depot, Mexico City, Mexico   From Nov 2023 – To Nov 2024
Reseller Company

Customer Service Representative

- Customer Service
- Orders manager
- Online orders
- Cross Sales
- Escalations

INFOR, Mexico City, Mexico   From May 2023 – To Oct 2023
Technology company

Product Support Analyst (Financial Analyst)

* Financial Analyst with a comprehensive skill set, including expertise in financial statements, trial balance analysis, cash receipts, order management, and tax optimization. Proficient in providing AWS and SaaS support, specializing in cloud-based systems. Proven track record in delivering exceptional customer service and driving performance improvements through the management of KPIs. Experienced in providing SX. Enterprise support to businesses of all sizes.

- Financial Analyst
- AWS and SaaS Support
- SX. Enterprise support for small, medium and large company's
- Cloud based systems support.
- Customer service
- KPI´s

Tech Mahindra, Mexico City, Mexico   From Apr 2022 – To Mar 2023
Verizon Wireless (telecommunications company)

Bilingual Tech Support Agent

*   ∗ Technical support for a variety of devices, offering expert assistance to ensure seamless customer experiences. Skilled in billing support and collections, as well as effective retention and win-back support strategies. Proficient in network maintenance, ensuring optimal performance. Experienced in cross-selling multiple products and devices to maximize customer value.

*   Technical support for multiple devices
*   Billing support and collection
*   Retention and win back support.
*   Network maintenance
*   Cross sales of multiple products and devices
*   Customer service

Cox Communications, Mexico City, Mexico   From Oct 2021 – To Mar 2022
Telecommunications company

Bilingual Retention Agent

*   ∗ Customer retention through the application of discounts and package reordering strategies. Design and implement loyalty programs to foster long-term customer relationships. Successful win-back programs, re-engaging former clients. Implemented in cross-sales, effectively promoting complementary products and services.

*   Retention ability's applying discounts and re-ordering packages.
*   Loyalty Program
*   Win back program.
*   Cross sales
*   Customer service

Grupo Nacional Provincial (GNP), Mexico City, Mexico   From Jun 2021 – To Oct 2021
Insurance company

Health Insurance Agent

*   ∗ Medical insurance sales, successfully connecting clients with the right coverage to meet their healthcare needs. Providing premium and customized customer service to ensure client satisfaction and long-term relationships. Tailoring insurance solutions and delivering top-notch support to address individual client needs.

*   Medical insurance sales
*   Premium and customized customer service

Promass, Mexico City, Mexico   From Jan 2021 – To Jun 2021
Liverpool (Insurance division) (Half time)

Car Insurance Agent

*   ∗ Strong focus on client acquisition and insurance sales. Building and maintaining customer relationships, offering exceptional customer support throughout the insurance process. Providing tailored insurance solutions to meet individual client needs.

*   Client acquisition
*   Insurance sales
*   Customer support

TKM, Mexico City, Mexico   From Jan 2021 – To Jun 2021
OLX autos (Half time)

Sales Supervisor

∗ Specializing in coordinating used car sales operations. Training and guiding new team members to excel in their roles. Monitoring and improving KPIs, metrics, and overall team performance, ensuring the achievement of sales targets and objectives.

- Coordinate used cars sales.
- Training and guidance of new acquisition
- KPI's, metrics and team performance

Alekin's Toys Mexico, Mexico City, Mexico   From 2015 – To 2020
Collector toys company

Financial trainee to Directive Manager

∗ Team coordination and advertising, encompassing creation, distribution, and design. Social network support and warehouse and storehouse management. Ability to work closely with company CEOs to drive side-to-side innovation, managing KPIs and financial analysis, as well as accounting functions, to optimize operational and financial performance.

- Team Coordination
- Advertising creation, distribution and design
- Social network support
- Warehouse and storehouse management
- Side to side innovation with company's CEO
- KPI´s
- Financial Analyst
- Accounting

ADDITIONAL INFORMATION

Nationality	Mexican			
Languages	English (C2), Spanish (Native)			
Programming Languages:	HTML 5 CSS 3	JavaScript		
Frameworks:	Bootstrap	Tailwind		
Libraries:	React JS			
Dependencies:	Sweet Alert	Google firebase	YUP	Framer-Motion	React-Rouer-Dom
Preprocessors:	SASS			

Professional Qualifications:	Vision	Initiative	Information technology support
	Sincerity & Justice	Billing	Customer Service
	Simple & Humble	Expert analyst	Help Desk
	Common sense	Financial services	Advance MS Office user
	KPI´s	Cloud	VBA (Visual Basic for applications)
	Excel Macros		

Interests:	Personal growth	Hard challenges	new discoveries
	Economic stability	Improving skills	Push boundaries
	Professional growth		