Angel Lopez

Austin, TX (open to travel) | 956-777-9745 | lopez39angel@gmail.com | lopezangel.net

What you're getting: learn the operation, fix what is slow, train the people, build the tool if it does not exist.

SUMMARY

Operations leader who builds the systems that make a team work. Over the past year I ran fleet and lot operations for an autonomous vehicle company in Austin, helped launch our Uber partnership in Dallas, and wrote the onboarding and training program the team still uses — raising operator data-collection hours by about 17%. Before that I led restaurant teams of up to 30 people to $10,000 days and the district's lowest labor costs. I am also a self-taught software developer who builds and maintains my own web applications, and I hold a BBA in Marketing from Texas State University. Operations and field leadership, team training, self-taught software development — the pattern holds in any sector.

WORK EXPERIENCE

Operations Shift Lead, AI Autonomous Vehicles — Oct 2025 – Oct 2026

AVride — Austin, TX

- Helped launch the company's partnership with Uber in Dallas, TX, working across managerial, mechanical, and logistical teams and on-board the autonomous vehicles.
- Designed the day-to-day fleet and lot management strategy for Austin operations, increasing operator data-collection hours by approximately 17% and raising fleet uptime.
- Built a replicable new-hire onboarding and training program from the ground up — still the team's operations framework — and served as expert trainer for Manual Driver and Auto-Pilot Training.
- Provided on-site technical support to reduce vehicle downtime; performed sensor calibrations, mapping, and data collection, and responded to on-road emergency recovery events.
- Developed custom software on my own initiative to support daily operations, fleet tracking, and lot upkeep.
- Tested software releases as an operator and reported defects to engineering; conducted stage 1 and stage 2 hiring interviews and led operator ride-alongs.

Contract Driver — Oct 2022 – Present

Uber — Austin, TX

- Completed 10,000+ rides at a 4.7–5.0 rating, including approximately one year as a 5-star driver.
- Delivered uncompromising customer service under pressure, staying quick, accurate, and calm in unfamiliar situations.

Assistant Manager / Team Leader / Team Member — Sep 2021 – Oct 2022, May – Sep 2024

Schlotzsky's — Austin and Liberty Hill, TX

- Led teams of 5–30 employees to a daily average of $10,000 in sales; increased sales volume 4x and speed of service by 32%.
- Achieved the district's lowest labor costs while improving order accuracy, 5-star review frequency, and employee retention.
- Handled interviews, scheduling, training, cash closeout, inventory and truck ordering, catering, and conflict resolution.

Marketing & Project Manager — Nov 2022 – Jan 2023

Operator AI (start-up) — San Marcos, TX

- Built a team of 7+ from nothing and ran project management in Slack; developed the business structure, revenue strategy, market positioning, and market research.

TECHNICAL PROJECTS

- **RoverTool** — parking-lot management web app I built and maintain to track lot inventory and upkeep.
- **lopezangel.net** — interactive experience timeline with a data-entry page, PHP backend, and JSON store.
- **gomacrobites.com** — building a new site end to end: domain, cPanel hosting, DNS, and business email.

SKILLS

- **Operations:** fleet and lot management, vehicle readiness, uptime and utilization metrics, field incident response, logistics across sites
- **Leadership:** teams of 5–30, onboarding and training program design, expert trainer, hiring interviews, scheduling, conflict resolution
- **Customer & revenue:** 10,000+ professional rides at 4.7–5.0, complaint ownership, catering and upsell revenue, market research, revenue strategy
- **Technical & tools:** self-taught full-stack web development, PHP and JavaScript, cPanel hosting and deployment, custom operations tooling, Google Workspace and Excel, Slack, Photoshop and video production; familiar with terminal commands
- **Credentials:** valid Texas driver's license with a clean driving record; open to travel

EDUCATION

Bachelor of Business Administration (BBA), Marketing — GPA 3.6 — August 2023

Texas State University, San Marcos, TX