Amber Wells

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Life-long learner seeking opportunities to grow in the field of Front-end Development/UX
and use my knowledge to contribute to a beautiful user experience.

Work History

Customer Support Manager at W3LLPEOPLE.com: *Dec 2018 - March 2018*

- Empathetically answered web based emails in regards to orders, shipments, products/ ingredients, complaints etc. using self-created template.
- Kept Ops. Manager aware of important info and website errors. Inspected and monitored website, made corrections if needed.
- Managed user generated content and reviews via Bazaar Voice integrated web tool.
- Experienced with PC and MAC: Microsoft Excel/Numbers, Google Drive, HTML, CSS, Magento, Brightpearl and Lightspeed (POS), E-Commerce.

Assistant Manager at W3LL PEOPLE :   *Oct 2016 - March 2018*

- Administrative: Counted, predicted and submitted product orders to Regional Manager, created schedules, forms, organization, opened/closed register, track daily/weekly/monthly goals and figures, trouble-shoot general IT issues, general studio maintenance
- Leadership: Kept team up to date, troubleshoot and resolved issues, maintained superb customer service, host events, held meetings, trainings and consistently exceeded monthly goals!
- Self-Initiated projects: New Employee Training Handbook, Product/Ingredient Manual, Forms(Phone order, EOM Recap, Personal Scheduling, Esthetician Form)

Soft and Hard Skills

- Jack-of-all trades - retail/sales background - design and artistic eye
- Professional - clean - customer service oriented
- Empathetic - sensitive intuition - ability to connect and work with anyone
- Amazing judgement/discernment - keen - curious and analytical - spongy mind to soak up knowledge - desire to learn inner workings of business
- Experience with: HTML, CSS, SASS, JavaScript ES6, JQuery, AJAX/JSON, SQL
- Familiar with: User Experience and Human Centered Design

Useful experience

- Team Treehouse *Front End Web Development Tech Degree* Oct 2018
- +Acumen *Human Centered Design Course* Certification