

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. A curious and discerning professional with a spongy mind to soak up knowledge and desire to learn inner workings of business. My sensitive intuition and amazing empathy allows me to work well with others and easily wear many hats. Experience stemming from a creative retail environment, I have an eye for design and a growing skillset in web development and User Experience.

Education and Certifications

- Team Treehouse *Front End Web Development Tech Degree* Oct 2018
- +Acumen *Human Centered Design Course* Certification
- Open 2 Study *User Experience for the Web* Certification

Soft and Hard Skills

- Experience with: HTML, CSS, SASS, JavaScript ES6, JQuery, AJAX/JSON, SQL
- Experienced with PC and MAC: Microsoft Excel/Numbers, Google Drive, Magento, Brightpearl and Lightspeed (POS), E-Commerce

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.

Assistant Manager at W3LL PEOPLE :

Oct 2016 - March 2018

- Self-Initiated projects: New Employee Training Handbook, Product/Ingredient Manual, Forms(Phone order, EOM Recap, Personal Scheduling, Esthetician Form)
- 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 by leading meetings, troubleshoot and resolved issues amongst team and, maintained superb customer service, host events, held meetings, trainings and consistently exceeded monthly goals!