

Amber Phillips

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LinkedIn: Amber Phillips | **GitHub:** APhillip22 | **Portfolio:** ardesign.herokuapp.com

Certified full stack web developer with project management experience. Skilled with MERN stack applications and excelling in creativity, teamwork and AGILE organization. Successful management of customer accounts including full platform integration for SaaS, increasing registered users by 4x and platform sales by 10x. Passionate about approaching programming challenges from different angles and collaborating with others to create meaningful web applications. Positioned to provide unique perspectives on end-users interaction by leveraging background in digital marketing and psychology.

Technical Skills

Front-end: HTML5, CSS, JQuery, Javascript, Bootstrap/Normalize/Skeleton, Bulma, React

Back-end: MySQL, Sequelize, NoSQL, MongoDB, Express, Node, Handlebars, GraphQL, PostgreSQL

Projects

LocalGrub | github.com/Gelenhaus/groupProject1.git | Gelenhaus.github.io/groupProject1 UX/UI/HTML/CSS

- Interactive front-end web application that provides victims of domestic violence the ability to search for resources and request emergency assistance without leaving any trace of the search in their web history.
- This application meets the needs of domestic violence survivors by appearing as a food delivery service, while functioning as an educational resource and emergency assistance request service. In this project, I developed the concept, UX/UI, and wrote the HTML structure and CSS basics.
- **Tools/Languages:** HTML, CSS, Javascript, Normalize, client-side API

Dog Dossier | github.com/JD-Rowley/dog-dossier.git | the-dog-dossier.herokuapp.com UX/UI/Database

- Full-stack web application that provides a one-stop resource for all breed-specific information.
- The Dog Dossier uses Sequelize database structure to create a robust resource for dog owners and those looking to adopt a new 4-legged family member. The site includes user posts specific to the relevant breed, health, traits, and physical characteristics as well as the ideal owner level of experience to best support the breed. In this project, I developed the concept, UX/UI, and built the SQL database structure, seeds, and server connection.
- **Tools/Languages:** HTML, CSS, Javascript, Node.js, Express.js, MySQL, Sequelize, Heroku, Jest

adoptABLE | github.com/austinxewell/adoptABLE.git | adoptable-dv.herokuapp.com UX/UI/Server/Database

- MERN stack application that aims to connect victims of domestic violence with charitable donors who are willing and able to assist with their needs.
- Robust, interactive, platform that provides the ability for victims of domestic violence to register, input family details and select products or services they are needing donated with the ability to display the information anonymously. Users can then register and select families to “adopt”, which will give them the option to connect with the adopted family via instant messenger and discuss the best delivery method for the products/services. In this project, I developed the concept, UX/UI, and built the server-side database and connection using GraphQL/MongoDB.
- **Tools/Languages:** MERN, GraphQL, Bulma, Websockets, Stripe API, JWT, bcrypt

Relevant Work Experience

ThomasARTS

Feb 2021 - Present

Agent Success Lead / SaaS

Farmington, UT

- Integrate new partners to the SSO SaaS platform through developed onboarding techniques
- Request and compile multiple .csv files from each partner for SQL Server integration
- Maintain accurate file structure for database insertion
- Review and analyze agent accounts and permissions, data files, and partner approvals for troubleshooting and support
- Support agent utilization of platform through consistent communication methods to 16,000+ registered agents
- Create FAQ, knowledgebase, and quick-response guides
- Coordinate with product and development teams to improve UX/UI and functionality
- Query SQL database for relevant data
- Train new hires to become experts in our 4 available platforms

CitySpark

Mar 2019 - Aug 2020

Senior Account Manager / SaaS

Sandy, UT

- Manage 1000+ client accounts internationally, including but not limited to: Tampa Bay Times, Chicago Tribune, Sun-Sentinel, and the Denver Post
- Efficiently process paperwork involving client onboarding, promotional purchases, software development, and billing information
- Train new and existing clients on software functionality
- Promote and organize internal communication processes
- Test new software functionality and provide concise and effective feedback to developers
- Create, target, and fulfill email campaign and mobile ad promotions
- Offer sales and marketing best practices advice to publication clients nationwide

Additional Work Experience

Freelance

Jan 2020 - Present

Ghostwriter

Tooele, UT

Pearson & Associates RE

Mar 2018 - Mar 2019

Inside Sales Supervisor

Sandy, UT

CenturyLink

Mar 2017 - Dec 2017

Team Support Coordinator II

Midvale, UT

Hillside Children's Center

Sep 2013 - Jan 2017

Therapeutic Recreation Specialist

Varick, NY

For additional information on job roles and functions, please request an interview.

Education

UofU, SLC, UT

Jan 2022

Full Stack Web Developer

Nazareth College, Rochester, NY

May 2016

Social Work

Finger Lakes Community College, Canandaigua, NY

May 2015

A.S. Human Services