

# AUSTIN WELLS

junior front-end developer

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## Professional Summary

Creative and motivated Junior Front-End Developer with a passion for building visually appealing, user-centric, responsive websites. Strong foundation in HTML, CSS, Bootstrap, and JavaScript, coupled with an eye for design and expertise in Figma and Adobe XD. Seeking to bring technical skills and creative flair to a forward-thinking development team.

## Education

**Associate of Applied Science in Information Technology, Focus: Web Development and Web Foundations**  
South Mountain Community College | May 2024 - Present  
Expected Graduation Date: 2026 | GPA: 4.0 | Honors Student | Leadership: Club President, Ctrl + Alt + Delete Computer Club

## Professional Experience

**YMT Vacations - Guest Services Specialist**  
Phoenix, AZ | May 2023 - Present

- \* Delivered exceptional customer service by managing reservations and resolving inquiries, contributing to high customer satisfaction.
- \* Selected to introduce Amadeus GDS to the sales team, leading a successful transition by creating training materials, establishing SOP documentation, and conducting team training sessions. Resulted in a record breaking increase of customer satisfaction and sales.
- \* Spearheaded the creation of a new role, Guest Services Specialist, dedicated to the sale and facilitation of airfare, travel insurance, and optional excursions. Collaborated with management to define responsibilities and design training materials for future team expansion.

**Sanctuary Camelback Mountain Resort - Reservations Supervisor & Group Rooms Coordinator**  
Paradise Valley, AZ | Nov 2018 - Oct 2022

- \* Promoted from Reservations Sales Agent to Group Rooms Coordinator and later Reservations Supervisor, managing all group bookings, coordinating with high-profile clients, overseeing a team of six, and leading training initiatives with SOP documentation to ensure consistent service quality.
- \* Achieved Forbes 5-Star training certification, consistently scoring 90%+ on audits, demonstrating exceptional service standards in a luxury boutique resort environment.
- \* Redesigned guest-facing HTML emails, aligning design and copy with brand standards, and contributed to broader marketing efforts by refining resort and room descriptions.

## Certifications

Learn HTML Course  
Codecademy | Issued May 2024

Learn CSS Course  
Codecademy | Issued May 2024

Learn JavaScript Course  
Codecademy | Issued Jul 2024

Learn Bootstrap Course  
Codecademy | Issued Nov 2024

HTML Essential Training  
LinkedIn | Issued Jun 2024

Foundations of UX Design  
Coursera | Issued Feb 2023