



PROFILE

LAURA DIAZ

FRONT END DEVELOPER

I am a Front End Developer with passion for coding and building webs/apps.

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EDUCATION

2020 - 2020 Front End Coding Bootcamp - Courselt

Frontend development coding bootcamp with an extension of +200 hours. Gained skills: HTML5, CSS3, SASS, JavaScript, ReactJs, Redux, Git, Github.

2016 - 2020 Cabin Crew - Emirates Airline

- Safety and security.

2014 - 2016 Workforce Management Analyst - Telefonica SA.

- Analysis, control and management of Customer Services experiences.
- Communication between our team and the operations.
- Execute actions and implement the contingency plan for any situation that impacts normal customer care.
- Communication with our clients full time.
- Efficiently manage the customer care agents from different areas and services in order to ensure compliance with the objectives.



WORK

2013 - 2014 Workforce Management Analyst - Directv SA.

- Monitor and control in real time the behavior of Contact Center's traffic calls.
- Ensure compliance of a high service level and continuous improvement of customer care agents.
- Generate customer service agents performance report. • Solve problems that affect the business.
- Ensure technology have good performance.
- Analyze and solve unforeseen situations.

2010 - 2013

Customer Care Representative - Directv SA.

- Customer Support.
- Management and control of technical appointments and quality audits.

2009 - 2010

Administrative/ Receptionist - Big Ben Institute

- Telephonist.
- Administrative tasks.
- Planning and organization of audio, video and library room.



SKILLS

- HTML5.
- CSS3.
- SASS.
- JavaScript.
- ReactJs.
- Redux.
- Git.
- Github.