Laura Diaz.

FRONT END DEVELOPER

Skills and Abilities

- GIT
- HTML5
- SASS
- CSS3
- JavaScript
- ReactJS

Soft Skills

- Team work
- Good communication
- Self-Initiative and self-Motivate
- Persistent

Languages

- English
- Spanish

Contact information

+971 552 182 802
Dubai, UAE,
lauradiaz1586@gmail.com
lauradiaz.com

About me

I have been working as a Flight Attendant Emirates Airline for 4 years and recently I started getting into Frontend Development. I would like to have a chance of improving my skills and acquiring experience as a developer.

Education

CourseIt
March 2020 - July 2020
Front end development coding bootcamp with an extension of +200 hours.
Gained skills: HTML5, CSS3, JavaScript, Node js, Express js, React js, Git.

Aerocomercial Training Center
2017 - 2020
Cabin Crew course

Work experience

Cabin Crew
Emirates Airline
2016 - 2020

Workforce Management Analyst
Telefonica S.A.
2014 -2016
- 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.

Workforce Management Analyst
Directv S.A.
2013 - 2014
- 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.

Customer Care Representative
Directv S.A.
2010 - 2013
- Customer Support.
- Management and control of technical appointments and quality audits.

Recepcionist
Big Ben Institute
2009 - 2010
- Telephonist.
- Planning and organization of audio, video and library room.