LAURA DIAZ

FRONT END DEVELOPER

ABOUT ME

I have been working as a Flight Attendant at 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

Front End bootcamp, CourseIt.
MARCH 2020 - JULY 2020

Front end development coding bootcamp with an extension of +200 hours.

Advanced React.js Course, Platzi
JULY 2020 - JULY 2020

Cabin Crew, Aerocomercial Training Center.
MARCH 2014 - JULY 2014

Cabin Crew trainning.

CONTACT

Dubai, UAE.

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SKILLS

- GIT
- HTML5
- SASS
- CSS3

- JavaScript
- ReactJS
- Github

EXPERIENCE

Cabin Crew, Emirates Airline.
2016 - 2020

Workforce Management Analyst , Telefonica SA.
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 SA.
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 SA.
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.