LAURA DIAZ
FRONT END DEVELOPER

PROFILE

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

WORK

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.

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.**

• **NextJs**

• **ReactJs.**

• **Redux.**

• **Git.**

• **Github.**