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.

CONTACT

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◎ Dubai, UAE.

SKILLS

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

EDUCATION

Front End bootcamp, CourseIt.
MARCH 2020 - JULY 2020
Front end development coding bootcamp with an extension of +200 hours.

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

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.