

# 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

✉ lauradiaz1586@gmail.com

📍 Dubai, UAE.

### SKILLS

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

### EDUCATION

**Front End bootcamp, Courselt.**

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 training.

### 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.