

Laura Diaz

CONTACT INFORMATION

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[Linkedin](#) | [Portfolio](#) | [Github](#)

ABOUT ME

I have been a Frontend Developer since 2020. As a self-motivated individual, I have learned strong fundamentals in web development and I am passionate about technology.

Currently, I work in a dynamic team where I am the only Frontend engineer responsible for developing new user-facing features and products, determining the project structure on the Frontend, and choosing the right technology.

I have also been learning Node.js and have worked on full-stack projects where I have implemented my new skills.

SKILLS

JavaScript | Reactjs | Nextjs | HTML5 | CSS | Redux | Typescript | Responsive Design
Version control (Git) | SQL | Nodejs

WORK EXPERIENCE

Dorothy (Remote) | Frontend Developer | 06/2021 - Present

- Developed various landing pages, platforms, and an Admin dashboard, among others, for different company products.
- Determine the appropriate technologies, project structure, and state management tools, such as Redux and Context, based on the project's requirements.
- Created two different MVPs.
- Identify and resolve technical issues and bugs before and after deployment.
- Actively collaborate with the team as a Fullstack developer, currently working on the Backend.
- Tech stack: Reactjs | Redux | Nextjs | Nodejs

Freelance (Remote) | Frontend Developer | 06/2020 - Present

- Built a responsive website in Nextjs for a Graphic and Typeface designer's personal website.
- Collaborated closely with the designer and suggested additional features and improvements.
- Recently I launched V2 of the website where I improved the website's performance, refactored the code, and added new functionalities, among other things.

Emirates (Dubai) | Cabin Crew | 05/2016 - 06/2020

- Utilized safety and security protocols while providing top-notch customer care as a Cabin Crew member.
- Developed strong problem-solving skills through various situations and challenges.

Telefonica (Buenos Aires) | Workforce Management Analyst | 12/2014 - 04/2016

- Analyzed, controlled, and managed services in the Customer Service Department as a Workforce Management Analyst.
- Executed actions and launched the contingency plan to address any situation impacting Customer Service performance.
- Developed strong problem-solving skills through various situations and challenges.

Directv (Buenos Aires) | Workforce Management Analyst | 04/2013 - 12/2014

- Monitored and controlled the traffic calls in the Customer Service Center in real-time as a Workforce Management Analyst.
- Ensured high service level compliance.
- Created reports on customer service agents' performance.
- Solved problems that affected the business.

Directv (Buenos Aires) | Customer Care Representative | 04/2010 - 04/2013

- Worked as a Customer Care Representative providing top-notch customer service.
- Served as a Technical Advisor providing assistance and support to customers.

Big Ben Institute (Buenos Aires) | Administrative/Receptionist | 03/2009 - 03/2010

- Completed various administrative tasks as an Administrative/Receptionist.

EDUCATION

Front End Development Coding Bootcamp | CourseIt | Remote | 03/2020 - 07/2020
HTML, CSS, Javascript and React.

Introduction to SQL | Code First Girls | Remote | 07/2022 - 09/2022
Created a School database as a final project for this course.