Laura Diaz

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

Front End Engineer
Front End Engineer with two years of experience and working on strong fundamentals in Front End technologies. Likes building scalable web infrastructure and making websites fast. Passionate about programming languages, javascript and with knowledge about UI UX.

SKILLS
Javascript | Reactjs | Nextjs | HTML5 | CSS | Redux | Browser dev tools | Responsive Design | Git | Github

WORK EXPERIENCE
Dorothy, Remote | Front End Engineer | 06/2021 - Present
- Frontend development of different company products: Deploy to production within my first six months in the company.
- I identify and fix bugs/technical issues before and after deploying.
- I implemented Redux and Context API for state management.
- I am an active team member with UIUX knowledge working on the redesign of our products.
- Contributing ideas: new features and improvements.
- Tech stack: NextJs (ReactJs Framework), Redux.

Freelance, Remote | Front End Engineer | 06/2020 - 05/2021
- Freelance project for a Graphic and Typeface designer, is a responsive website built in NextJs.
- I worked closely with the designer and suggested additional features and improvements.
- Tech stack: NextJs

Emirates, Dubai | Cabin Crew | 05/2016 - 06/2020
- Safety and security, customer care, problem-solving skills.

Telefonica, Buenos Aires | Workforce Management Analyst | 12/2014 - 04/2016
- Analyzed, controlled, and managed the services in the Customer Service Department.
- Executed actions and launched the contingency plan for any situation that may impact Customer Service performance.
- Problem solving.

Directv, Buenos Aires | Workforce Management Analyst | 04/2013 - 12/2014
- My work consisted of controlling in real-time the behavior of the Customer Service Center's traffic calls. Ensured compliance with a high service level.
- Created reports about customer service agent's performance.
- I Solved problems that affected the business.

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

EDUCATION
Front End Development Coding Bootcamp | CourseIt | Remote | 03/2020 - 07/2020