

# Laura Diaz

Front end Developer

PHONE

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EMAIL

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LINKS

[Portfolio](#)

## 01 PROFILE

I am a Front End Developer with passion for coding and building webs/apps.

Always trying to learn something new. I would like to have a chance to keep improving my skills and acquiring experience as a developer.

## 02 EMPLOYMENT HISTORY

May 2016 — Jun 2020

Dubai

### Cabin Crew at Emirates Airline

- Providing high levels of customer service engaging with customers and delivering safety.
- Experienced team player.
- Complying with safety and service standards.

2014 — Apr 2016

Buenos Aires, Argentina

### Workforce Management Analyst at Telefónica

- 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.

Apr 2013 — Dec 2014

Buenos Aires, Argentina

### Workforce Management Analyst at DIRECTV

- 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.

Apr 2010 — Apr 2013

Buenos Aires, Argentina

### Customer Care Representative at DIRECTV

- Customer Support.
- Customer Care.
- Management and control of technical appointments and quality audits.

Jun 2009 — Mar 2010

Buenos Aires, Argentina

### Administrative / Receptionist at Big Ben Institute

- Customer Care.
- Receptionist.
- Planning and organization of audio, video and library room.
- Organization and content planning for the tv program "Yes".

### 03 EDUCATION

Mar 2020 — Jun 2020

Dubai (Remote)

#### Courselt

##### Front End Development Coding Bootcamp

Frontend development coding bootcamp with an extension of +200 hours.

### 04 SKILLS

CSS3

● ● ● ● ● ●

Redux

● ● ● ● ● ●

HTML5

● ● ● ● ● ●

NextJs

● ● ● ● ● ●

SASS

● ● ● ● ● ●

React Native

● ● ● ● ● ●

JavaScript

● ● ● ● ● ●

Git

● ● ● ● ● ●

ReactJs

● ● ● ● ● ●

GitHub

● ● ● ● ● ●

### 05 LANGUAGES

Spanish; Castilian

● ● ● ● ● ●

English

● ● ● ● ● ●