

## EDUCATION

### FRONT END DEVELOPMENT CODING BOOTCAMP

Courselt | mar 2020- jun 2020

Frontend development coding bootcamp with an extension of +200 hours. Gained skills: HTML5, CSS3, SASS, JavaScript, ReactJs, Redux, NextJs, React Native, Git, Github.

## WORK EXPERIENCE:

### CABIN CREW

Emirates Airline | may 2016- jun 2020

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

### WORKFORCE MANAGEMENT ANALYST

Telefonica SA | dec 2014- apr 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.

# LAURA DIAZ

FRONT END DEVELOPER

#### MORE ABOUT ME:

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.

#### GET IN TOUCH:

Phone: (971) 552-182-802

Email: lauradiaz1586@gmail.com

Portfolio:

<https://lauradiaz.vercel.app/>  
DUBAI, UAE.

## **WORKFORCE MANAGEMENT ANALYST**

**Directv LA. | apr 2013- dec 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 LA. | apr 2010- apr 2013**

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

## **RECEPTIONIST/ ADMINISTRATIVE**

**Big Ben Institute | jun 2009- mar 2010**

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

## **SKILLS**

- REACTJS.
- NEXTJS.
- CSS.
- JAVASCRIPT.
- REACT NATIVE.
- HTML5.
- GIT.
- GITHUB.
- TYPESCRIPT.
- SASS.

## **LANGUAGES**

- ENGLISH.
- SPANISH.