

## EDUCATION

### FRONT END DEVELOPMENT CODING BOOTCAMP

Courselft | mar 2020- jun 2020

Frontend development coding bootcamp with an extension of +200 hours. Skills: HTML5, CSS, Javascript (ES6), ReactJs, React Native, NextJs, Typescript, Axios, AWS Amplify, GraphQL, React Apollo, Github, Git, Sass.

## 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:

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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**

- HTML5.
- CSS.
- JAVASCRIPT (ES6).
- REACTJS.
- REACT NATIVE.
- REACT APOLLO.
- NEXTJS.
- AXIOS.
- AWS AMPLIFY.
- GRAPHQL.
- GIT.
- GITHUB.
- TYPESCRIPT.
- SASS.

## **LANGUAGES**

- ENGLISH.
- SPANISH.