

Laura Diaz

FRONT END DEVELOPER

CONTACT DETAILS

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Dubai, UAE.

LANGUAGES SPOKEN

Spanish and English.

EDUCATION

COURSEIT | Development Coding Bootcamp

Front End Developer | 03-20 / 06-20

With an extension of +200 hours.

Skills: HTML5, CSS, Javascript (ES6), ReactJs, React Native, Redux, NextJs, Typescript, Axios, AWS Amplify, GraphQL, React Apollo, Github, Git, Sass.

IFAC | Aerocomercial training center

Cabin Crew Training | 03-2014 / 06-2014

Safety and security training.

EMPLOYMENT HISTORY

Front End Developer - Freelancer

Freelance | July 2020 - Present

Cabin Crew

Emirates Airline | 2016 - 2020

- Attend pre-flight meetings to review details of flight and emergency evacuation procedures, and discuss potential issues and solutions.
- Provide excellent customer service to passengers while ensuring their comfort and safety throughout the flight.
- Experienced team player.
- Complying with safety, security and service standards.
- As service operator coordinate duties and service flow thorough the flight.
- Take inventory of food items, alcoholic and non-alcoholic beverages, headsets, and sales transactions prior to take off and landing; order supplies as needed.
- Manage problems within the cabin to ensure the comfort and safety of passengers within the entire length of the flight.
- Check onboard emergency equipment and first aid kits to ensure proper functionality; assist with emergency situations during flight.

Workforce Management Analyst

Telefonica SA. | 2014 - 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.

Workforce Management Analyst

Directv LA | 2013 - 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 | 2010 - 2013

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

Receptionist / Administrative

Big Ben Institute | 2009 - 2010

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