Laura Diaz

PROFILE

i am continuously trying to learn and be on top of the latest technology trends. I am always looking for ways to do things faster, more efficiently, conveniently in order to generate higher productivity. I have passion for coding and building webs/apps.

CONTACT

contact@lauradiaz.dev
https://lauradiaz.dev/
Dubai.

EXPERIENCE

FRONT END DEVELOPER

Freelance | 06.2020 – Present

- Built a web page for a Graphic and Typeface designer from end to end with Nextjs. You can check it out here.
- Built an Artist personal web with Javascript Vanilla.
- Work closely with graphic designer.
- Ability to create, modify and optimize web pages and layouts.
- Develop responsive websites.
- Coordinate with graphic artists on integration of images, icons, banners, audio and other features of the website.
- Focused on developing websites using Reactjs, Nextjs, Javascript Vanilla.
- Presented web-site mock-ups to clients to give them better visual of the end product and to ensure that all parameters were met.
- Implemented HTML, CSS, Javascript, SASS, CSS (also CSS-in-JS), NPM and Javascript libraries and framework.
- Creative problem solver.

EDUCATION

FRONT END DEVELOPMENT CODING BOOTCAMP.
CourseIt | 03.2020 – 06.2020

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

SKILLS

- HTML5.
- CSS3.
- Javascript (ES6).
- ReactJs.
- React Native.
- Redux.
- NextJs.
- Typescript.
- Axios.
- AWS Amplify.
- GraphQL.
- React Apollo.
- Github.
- Git.
- Sass.
- Responsive Design.
- Testing and Debugging.
- Browser developer tools.

CABIN CREW
Emirates |05.2016 – 06.2020

- 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.
- Manage problems within the cabin.
- Check onboard emergency equipment and first aid kits to ensure proper functionality.
- Assist with emergency situations during flight.

WORKFORCE MANAGEMENT ANALYST
Telefonica SA. |12.2014 – 04.2016

- 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 |04.2013 – 12.2014

- 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 |04.2010 – 04.2013

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

RECEPTIONIST / ADMINISTRATIVE
Big Ben |06.2009 – 03.2010

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