Laura Diaz

Uruguay • lauradiaz1586@gmail.com • linkedin.com/in/lauradiaz91 • https://lauradiazdev.com

Frontend Developer

SKILLS

Docker, Bash Scripting, Kubernetes, Linux, Node.JS, Amazon Elastic Compute Cloud, Software Deployment, Customer Service, SQL, JavaScript, TypeScript, ReactJS, Next.js, Redux, ElasticSearch

Languages: English (Proficient), Spanish (Native)

WORK EXPERIENCE

Dorothy
Frontend Developer • 06/2021 - Present

- Improved MVP development by building an admin dashboard and landing pages, resulting in increased user engagement.
- Reduced customer acquisition costs by 50% by creating real-time platform technology with data filtering and analysis functions, including a map data visualization tool, enabling the company to acquire relevant data and improve decision-making.
- Enhanced search functionality by developing a Node.js service for Elasticsearch, leading to improved search efficiency.
- Helped expand aggregated data sets and research data sources.
- Built a standalone full-stack lead generation web form: frontend with React and backend with Node.js integrated with a database and in-house notifications.
- Collaborate effectively with cross-functional teams.
- Designed the UI and built a landing page for lead generation.
- Built data synchronization automation services with Node.js, resulting in time savings and streamlined operations for the company.
- Increased data collection efficiency by developing high-performance, scalable Node.js APIs with integrations using the Google API and deploying them on AWS EC2, resulting in improved data accuracy and faster decision-making for the business.

Freelance
Frontend Developer • 06/2020 - 08/2023

- Built and drove significant improvements in website performance and user experience by leading the launches of V1, V2, and V3 for a responsive Next.js website.
- Integrated a CMS and conducted comprehensive code refactoring, resulting in increased user satisfaction.

Emirates
Cabin Crew • Dubai, Dubai, UAE • 05/2016 – 06/2020

- Resolved 100+ customer service issues by utilizing strong problem-solving skills, resulting in an increase in overall customer satisfaction and enhancing the airline's reputation for high-quality service.

Telefonica
Workforce Management Analyst • Argentina • 12/2014 – 04/2016

- Improved workforce scheduling efficiency through data analysis and implementation of optimized staffing plans, leading to a reduction in overtime costs.

Directv
Workforce Management Analyst • Argentina • 04/2013 – 12/2014

- Optimized call center operations by monitoring and controlling traffic calls, resulting in a 90% increase in efficiency and customer satisfaction. Improved service level compliance.

Customer Care Representative • Argentina • 04/2010 – 04/2013

- Provided technical support to 3000+ customers, leading to an increase in customer retention.

Big Ben Institute
Administrative/Receptionist • Argentina • 03/2009 – 03/2010

- Successfully handled administrative responsibilities, contributing to a well-structured and productive work environment.

EDUCATION

Programming Fundamentals
Argentina's National Technological University (UTN) • Remote • 06/2023 - 09/2023

Frontend Development Coding Bootcamp
CourseIT • Remote • 03/2020 – 07/2020

HTML, CSS, Javascript, React

CERTIFICATIONS

Aws Cloud Practitioner Certification | Credential ID dce7dab5a07e4546ab3bae730ac532a8 •
04/2024 – 05/2024
Amazon Web Services (AWS)

Introduction to Linux • 09/2023 - 01/2030
The Linux Foundation