

Diego Escobar

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Summary

Bilingual English–Spanish interpreter with advanced English proficiency and over 5 years of real-life interpretation experience in family and community settings. Experienced in live verbal communication, active listening, and accurate message delivery. Recently gained formal professional experience in a call center environment, strengthening professionalism, call control, and performance under pressure. Motivated to use interpreting skills to help people communicate clearly and effectively.

Skills

Languages: English (Advanced / Near-native – C1), Spanish (Native)

Interpretation Skills: Consecutive interpretation (English↔Spanish), Active listening and message accuracy, Neutral tone and professional ethics, Confidentiality and information handling, Cultural awareness

Professional Skills: Clear verbal communication, Customer service, Call handling and real-time communication, Stress management, Fast learning and adaptability

Technical Skills: Call center systems, CRM tools (basic), Remote communication platforms, Computer literacy

Experience

Teleperformance, Customer Service Representative

El Salvador

Nov 2025 – Jan 2026

3 months

- Handled live customer calls in a fast-paced call center environment, providing accurate and professional support.
- Developed strong communication skills, call control, and compliance with quality standards and procedures.
- Gained experience in real-time conversations, preparing for live interpretation environments.

Community & Family Interpretation, English–Spanish Interpreter (Informal / Community Experience)

El Salvador

Jan 2020 – present

6 years 1 month

- Provided consecutive English–Spanish interpretation in real-life family and community situations.
- Facilitated communication between English and Spanish speakers with clarity, accuracy, and cultural sensitivity.
- Developed strong listening skills, message accuracy, and professional neutrality through continuous real-time practice.
- Maintained confidentiality while assisting in everyday conversations and explanations.

Education

Instituto Nacional San Luis, High School Diploma

El Salvador

Jan 2020 – Dec 2023

Additional Information

Languages: Spanish (Native), English (Advanced / Near-native)

Interests: Language interpretation, Communication and linguistics, Helping people connect across cultures, Continuous self-improvement