Diego Vásquez

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EDUCATION

Brigham Young University – Idaho   Jul 2026
Bachelor of Applied Science   Rexburg, Idaho, U.S.A.

- Full-stack web application development with a major emphasis on backend
- Relational database management, to create, read, update, and delete records quickly with an emphasis on performance

BYU Pathway Worldwide   Dec 2022
Pathway Connect Certificate   U.S.A.

- Developed critical thinking and analysis to solve problems in a professional work environment
- Strengthened English as a second language, by applying different study techniques including essays and technical reports

EXPERIENCE

Translation service agent   Dec 2021–May 2022
SYKES LTD   San Salvador, El Salvador

- Maintained a high level of customer satisfaction, with an average satisfaction rating of 98% for 4 months, with a focus on their needs and feedback
- Utilized strong language skills to translate an average of 35 calls per shift between English and Spanish, demonstrating effective communication skills crucial to collaborating with different teams and clients in a professional environment

Customer service agent   Sept 2021–Dec 2021
SYKES LTD   San Salvador, El Salvador

- Collaborated with management and teammates to improve the efficiency of daily protocols and procedures by manipulating the company's internal software
- Helped to increase efficiency by 5% in resolving customer inquiries, by implementing a system of strategic questions to improve interaction with them

ACTIVITIES

Full-Time Volunteer Representative   Mar 2019–Apr 2021
The Church of Jesus Christ of Latter-day Saints   Pachuca, Hg, Mexico

- Trained 5 new volunteers in effective communication, leadership, and persuasive invitations, which became leaders in organization
- Analyzed team performance data, to generate specific performance reports for each member of the group, to enhance interaction with people by 10%

ADDITIONAL INFORMATION

- Computer skills: MS Word, Excel, PowerPoint, JavaScript, NodeJS, ExpressJS, Java, SpringBoot, MySQL
- Certifications: Alura Latam Java and Spring Boot (Oracle 2023), Platzi Professional Git and Github course