**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