OSCAR EDUARDO QUINTANILLA RIVERA

5ta Calle Poniente Ave Loma de la Gloria, #1-9, El Salvador | +503-7300-5817, +503-2443-1075 |
quintanilla1984@hotmail.com, | eduardoquintanilla5@gmail.com

PROFESSIONAL SUMMARY

Dedicated and results-oriented professional with extensive experience in consecutive interpretation for Legal and Medical assignments and appointments, Like, Hearings, courts and Medical and Educational appointments, 9 years of experience in The Spanish interpretation field. Skilled in consecutive interpretation, training development, and customer care. Native in English and Spanish.

SKILLS

- Medical and Legal Interpretation (Consecutive and Simultaneous)
- Customer Service
- Training and Development
- Communication
- Multitasking
- Problem-solving
- Cultural Competence
- Confidentiality
- Adaptability
- Attention to Detail
- Time Management
- Team Collaboration
- Language Proficiency (English/Spanish)
- Critical Thinking
- Conflict Resolution
- Translation

PROFESSIONAL EXPERIENCE

Spanish Medical, Court and Legal Consecutive Interpreter OPI/VRI **October 2022 – May 2024**
Inlingo (Remote Freelance)

- Provide consecutive interpretation services for medical appointments, emergency situations, and hospital visits.
- Assist clients with scheduling appointments, medical procedures, and navigating healthcare systems effectively.
- Legal Consecutive and Simultaneous interpretation for Court Telephone hearings, and legal attorney counseling.
-

Spanish Medical, Court and Legal Interpreter OPI/VRI **December 2023 – Present**
ProZ .com . (Remote Freelance)

- Provide consecutive interpretation services for Doctor´s appointments, emergency Calls, and hospital visits, Surgeries, all heath related procedures.
- Scheduling appointments, medical procedures, and navigating healthcare systems effectively.
- Legal Consecutive and Simultaneous interpretation for Court Telephone hearings, and legal attorney counseling, School IEP´s, Educational Classes, and much more.

Spanish Interpreter (OPI) 911 Interpreters (Remote) September 2022 – Current Job.

- Provided immediate interpretation assistance for emergency calls, legal consultations, and government applications, ensuring accurate communication in high-pressure situations.

Collaborated closely with 911 operators to convey critical information accurately and efficiently.

Spanish Medical, Court and Legal Consec/Simult Interpreter OPI/VRI November 2023 – July 2024
Focus Language International. (Remote Freelance)

- Provide consecutive, interpretation services for medical appointments, emergency Calls, and hospital visits.
- Legal Consecutive and Simultaneous interpretation for Court Telephone hearings, and legal attorney counseling.

Spanish Medical, Court and Legal Consec/Simult Interpreter OPI/VRI October 2022 – May 2024
Multilingual Technologies Inc. (Remote Freelance)

- Provide consecutive interpretation services for medical appointments, emergency situations, and hospital visits.
- Assist clients with scheduling appointments, medical procedures, and navigating healthcare systems effectively.
- Legal Consecutive and Simultaneous interpretation for Court Telephone hearings, and legal attorney counseling.

Spanish Customer Service Interpreter OPI VRI November 2022 – March 2023
GLOBO (Remote)

- Provided interpretation support for various customer service inquiries, including medical assistance, legal matters, UBER assistance, and roadside assistance.
-

Spanish Medical Interpreter OPI/VRI October 2022 – November 2023
Propio Language Services (Remote)

- Provided interpretation support for various customer service inquiries, including medical assistance, Medical appointments, legal matters, Car Insurance and roadside assistance.
-

Spanish Medical and Legal Interpreter OPI
Martinez Telecommunications (From home) **March 2015 – May 2021**

Working from home remotely, consecutive interpretation for different industries. Working for **United Language Group**. I used to work there with Social Security benefits, and Hearings, Supreme Court Violations, Ticket Violation Hearings, 911 calls, Medical Calls, MEDICAID, MEDICARE, and SNAP applications, Cisco Systems calls, Utilities, Banks, Car Accidents and many more.

Interpretation Trainer and Teacher **2015 – 2017**

Marttel Academy (San Salvador)

- Provided accurate information and addressed customer concerns through remote channels.
- Conducted quality audits and provided feedback to improve performance and customer satisfaction.

EDUCATION

Bachelor's Degree in Education with English Language Major

Pedagogic University of El Salvador, San Salvador

Directive Skills and Human Development.

University Graduate.

Pedagogic University of El Salvador, San Salvador

40 hours Medical Interpretation Training

Staccato Global Solution.

40 hours Legal/Court Interpretation Training.

Staccato Global Solutions

HIPAA compliance Training

911 Interpreters

UNIVERSIDAD PEDAGOGICA
EL SALVADOR
DR. LUIS ALONSO APARICIO
ILUMINA Y LIBERA

La Universidad Pedagógica de El Salvador

" Dr. Luis Alonso Aparicio "

REPUBLICA DE EL SALVADOR EN LA AMERICA CENTRAL



Por cuanto:

Oscar Eduardo Quintanilla Rivera

Ha completado los estudios correspondientes a la Licenciatura de acuerdo con los planes de la Universidad, que lo habilitan para el grado de

Licenciado en Ciencias de la Educación,

con Especialidad en idioma Inglés.

Por tanto:

De conformidad con la Ley de Educación Superior y los Estatutos de la Universidad, le extiende a

Oscar Eduardo Quintanilla Rivera

El presente Título previamente registrado en el Ministerio de Educación, para que goce de los beneficios y prerrogativas propias del grado de

Licenciado en Ciencias de la Educación,

con Especialidad en Idioma Inglés.

Dado en San Salvador, a los veintiún días del mes de julio de dos mil dieciséis.

UNIVERSIDAD PEDAGOGICA DE EL SALVADOR DR. LUIS ALONSO APARICIO — RECTORIA

Ing. Luis Mario Aparicio Guzmán
Rector

UNIVERSIDAD PEDAGOGICA DE EL SALVADOR DR. LUIS ALONSO APARICIO — VICERRECTORIA ACADEMICA

Licda. Catalina Rodríguez de Merino
Vicerrectora Académica

UNIVERSIDAD PEDAGOGICA DE EL SALVADOR DR. LUIS ALONSO APARICIO — DECANATO — FACULTAD DE EDUCACION

Lic. Jorge Alberto Escobar Gómez
Decano Facultad de Educación

Oscar Eduardo Quintanilla Rivera
Sustentante

STACCATO
Global Technologies

OCTAVE
Training Portal

Certificate of Completion

This certificate has been awarded to

EDUARDO QUINTANILLA

Date: January 17, 2024

This certificate is awarded for being Fully Compliant with the requirements set forth by Staccato Global Technology in Interpretation Process. In accordance to 40 Hours Medical Interpretation Training through the use of the courses including Modules in Octave Training Portal. Subsequently passed the Oral and Written Assessment in Spanish Language.

SHIENA DESABAN
Trainer-Training Manager

TRAINING
Department

Certificate Code: MEDCERT2023081442

STACCATO
Global Technologies

OCTAVE
Training Portal

Certificate of Completion

This certificate has been awarded to

EDUARDO QUINTANILLA

Date: March 01, 2024

This certificate is awarded for being Fully Compliant with the requirements set forth by Staccato Global Technologies in Interpretation Process. In accordance to 40 Hour Legal and Court Interpreter Training through the use of the courses including Modules in Octave Training Portal. Subsequently passed the Oral and Written Assessment in Spanish Language.

SDesaban
SHIENA DESABAN
Training Manager

TRAINING
Department

Certificate Code:LEGALCERT-SGT-2024065352

Activar Windows
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CERTIFICATE

OF COMPLETION

THIS CERTIFICATE IS AWARDED TO

Oscar Eduardo Quintanilla Rivera

For the successful completion of Propio LS, LLC Note-Taking Course for Beginners. It includes but is not limited to Theory, Steps and Practical Note-Taking Skills based on the Consecutive Interpreting Principals.

Note-Taking



Xavier Domenech, CHI™
Director, Quality Assurance & Training

10/19/2022
Date

propio
www.Propio-LS.com

© Propio Language Services, LLC

CERTIFICATE

OF COMPLETION

THIS CERTIFICATE IS AWARDED TO

Oscar Eduardo Quintanilla Rivera

For the successful completion of Propio LS, LLC Medical Terminology, Anatomy & Physiology Course. It includes but is not limited to Medical Terminology and its Roots, the Human Body and the Body's Systems.

Medical Terminology, Anatomy & Physiology



Xavier Domenech, CHI™
Director, Quality Assurance & Training

10/25/2022
Date

propio
www.Propio-LS.com

© Propio Language Services, LLC

CERTIFICATE

OF COMPLETION

THIS CERTIFICATE IS AWARDED TO

Oscar Eduardo Quintanilla Rivera

For the successful completion of Propio LS, LLC Medical Terminology Comprehension Assessment. It tests the Interpreter's Terminology Knowledge against National Council on Interpreting in Health Care (NCIHC) Standards.

Medical Terminology Comprehension



Xavier Domenech, CHI™
Director, Quality Assurance & Training

10/19/2022
Date

propio
www.Propio-LS.com

© Propio Language Services, LLC

EF SET

This is to certify that

Oscar Eduardo Quintanilla Rivera

has successfully completed the EF SET Certificate
and has earned the English level:



Awarded on:

6 Oct 2022

Understanding the results

EFSET	1-30	31-40	41-50	51-60	61-70	**71-100**
CEFR	A1 Beginner	A2 Elementary	B1 Intermediate	B2 Upper Intermediate	C1 Advanced	**C2** Proficient

Your level of English is **72/100** on the EF SET score scale and **C2 Proficient** according to the Common European Framework of Reference (CEFR). This score is calculated as an average of your reading and listening scores.

Listening Section

72/100 **C2** Proficient

You are comfortable in all situations that require full comprehension of spoken English; you are almost never confused or searching for the meaning of words and phrases. You understand nuances of expression and tone, humor and emphasis in all live theatrical presentations, films or broadcast presentations in English.

- Can understand with ease any kind of spoken language, even when delivered at fast native speed, provided with time to get familiar with any regional or other accent.
- Can understand lectures and presentations with a high degree of colloquialism, regional usage and unfamiliar terminology.

Reading Section

71/100 **C2** Proficient

Your command of English allows you to read virtually any kind of text (factual, literary, technical) and accurately recognize and categorize style and tone. You can understand complex technical writing on unfamiliar subjects on a wide range of topics.

- Can read with ease virtually all forms of written language, including abstract, structurally or linguistically complex texts such as manuals, specialized articles and literary works.
- Can understand a wide range of long and complex texts, appreciating subtle distinctions of style, and implicit meaning.

www.efset.org/cert/1rACLq

UNIVERSIDAD PEDAGOGICA EL SALVADOR DR. LUIS ALONSO APARICIO ILUMINA Y LIBERA

La Universidad Pedagógica de El Salvador

"Dr. Luis Alonso Aparicio"

Otorga el presente *Diploma* a:

Oscar Eduardo Quintanilla Rivera

Por haber finalizado sus estudios del Curso de Especialización en

Desarrollo Humano y Habilidades Directivas

Para dar cumplimiento a los requisitos establecidos para el proceso de graduación.

Desarrollado en el período de enero a octubre de 2014.

Dado en San Salvador, a los nueve días del mes de diciembre de dos mil catorce.

RECTORIA

Ing. Luis Mario Aparicio Guzmán
Rector

VICERRECTORIA ACADEMICA

Licda. Catalina Rodríguez de Merino
Vicerrectora Académica

DECANATO

Lic. Jorge Alberto Escobar Gómez
Decano Facultad de Educación

Oscar Eduardo Quintanilla Rivera
Sustentante

THIS CERTIFICATE OF COMPLETION IS AWARDED TO

Oscar Eduardo Quintanilla Rivera

FOR SUCCESSFULLY COMPLETING THE COURSE STUDIES AND REQUIREMENTS

HIPAA Certification for OPI/VRI Medical Interpreters

Issued: 2023-09-16

Certificate ID: 2drug25ii2

911 interpreters

ETS TOEIC

CERTIFICATE OF ACHIEVEMENT

This is to certify that

Oscar Eduardo Quintanilla Rivera

achieved the following scores on the

TOEIC® Listening & Reading Test

Listening	415
Reading	395
Total	810

as administered under the auspices of: Universidad Don Bosco
at: San Salvador, El Salvador
date: 12-agosto-2017

David L. Hunt

David L. Hunt
Senior Vice President
Global Division and Workforce Division, ETS

BLUE38856

This is presented in recognition of your achievement.
An official score report must be submitted to organizations that require a TOEIC score.

ORIGINAL DOCUMENT HAS WATERMARK ON REVERSE SIDE

725202

No	On-Site Proctoring
No	Remotely administered with video proctor
No	Photo ID verified

Preliminary Interpreter Candidate Skills Interview (PICSI)
English/Spanish
Healthcare Version (HC-PICSI)

Candidate Name: *Eduardo Quintanilla*
Test Date: *August 23, 2019*

Overall Score	**96.0%**	**A**
Terminology Score:	96.7%	
Accuracy Score:	95.3%	

English	Spanish
Accent/Pronunciation: Moderate accent which occasionally impeded comprehension	*Accent/Pronunciation*: Native/Native-Like
Grammar and Syntax: A few minor errors	*Grammar and Syntax*: Generally correct

Skills Review

Pace:	Requested no repetitions and interpreted without hesitation.
Professionalism:	Demonstrated a professional demeanor, and generally used culturally appropriate modes of address.
Vocabulary:	Generally maintained the register and style of the original speech.
Accuracy and Completeness:	Made no major accuracy errors with the potential to impact patient care, and made a number of minor accuracy errors resulting in changes or loss in nuance.
Healthcare Terminology:	Partially altered or inserted (from English) a couple of the presented healthcare terms.

Tester's Recommendations

Review healthcare terminology in both languages, for further improvement in these areas.

Practice note-taking while interpreting in the consecutive mode, for continued refinement in the accuracy and completeness of interpretation.

Study English pronunciation, and review grammar and syntax in English.

Grading Scale					
	A+ 98-100%	B+ 87-89%	C+ 77-79%	D+ 67-69%	
	A 93-97%	B 83-86%	C 73-76%	D 63-66%	F 0-59%
	A- 90-92%	B- 80-82%	C- 70-72%	D- 60-62%	

CERTIFICATE

OF COMPLETION

THIS CERTIFICATE IS AWARDED TO

Oscar Eduardo Quintanilla Rivera

For the successful completion of Propio LS, LLC Managing Interpreting Sessions. It includes but is not limited to Stages and Steps from beginning to end in an Interpreting Assignment.

Managing Interpreting Sessions

Xavier Domenech, CHI™
Director, Quality Assurance & Training

10/24/2022
Date

propio

THIS CERTIFICATE OF COMPLETION IS AWARDED TO

Oscar Eduardo Quintanilla Rivera

FOR SUCCESSFULLY COMPLETING THE COURSE STUDIES AND REQUIREMENTS

Emergency Calls Management

Issued: 2023-10-09

Certificate ID: 6obwpgdbui

911 interpreters



Topaz

CERTIFICATE *of* APPRECIATION

proudly presented to

Oscar Eduardo Quintanilla Rivera

*For successfully completing over **2,000** interpreting minutes with GLOBO.*
We recognize your dedication to creating better experiences for everyone,
no matter what language they speak.

January 17, 2023

Date

GLOBO

Helping people communicate when it matters most.

Mark Rockford
VP Linguistic Quality and Training

THIS CERTIFICATE OF COMPLETION IS AWARDED TO

Oscar Eduardo Quintanilla Rivera

FOR SUCCESSFULLY COMPLETING THE COURSE STUDIES AND REQUIREMENTS

VRI Portal

Issued: 2023-12-21

Certificate ID: jevu6bemyx

911 interpreters

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Interpreter Network

Certificado de finalización

Este certificado reconoce que **Oscar Quintanilla** ha cumplido con éxito los requisitos del curso **HIPAA-Compliance Course for Remote Interpreters 2023 (2 hours)** en **Dec 18, 2023.**

- Lesson 1: Basic concepts
- Lesson 2: General information abo...
- Lesson 3: Become HIPAA compliant
- Lesson 4: Consequences of non-co...
- Lesson 5: Using and disclosing PHI
- Lesson 6: HIPAA Privacy
- Lesson 7: HIPAA Security
- Lesson 8: HIPAA and state laws

Interpreter Network

Certificado de finalización

Este certificado reconoce que **Oscar Quintanilla** ha cumplido con éxito los requisitos del curso **Advanced Medical Terminology Training for Interpreters (10 hours)** en **Dec 20, 2023.**

- Introduction to medical terminology
- Terminology Practice Problems II
- Modifying Terms
- Anatomy & Anatomical Terms
- Anatomy Practice Problems
- Cardiovascular System
- Phobias II
- Terminology Practice Problems
- Medical Conditions & Processes
- Common Suffixes
- Musculoskeletal & Reproductive A...
- Anatomy Practice Problems II
- Introduction to Phobias
- + 11 More

Interpreter Network

Certificado de finalización

Este certificado reconoce que **Oscar Quintanilla** ha cumplido con éxito los requisitos del curso **How to become a remote interpreter** en **Dec 18, 2023**.

How to become a remote interpreter

Interpreter Network

Certificado de finalización

Este certificado reconoce que **Oscar Quintanilla** ha cumplido con éxito los requisitos del curso **Real Work Situations: Compliance Issues (2 hours)** en **Dec 18, 2023**.

- How to remain compliant
- Compliance: 12 Case Studies

Interpreter Network

Certificado de finalización

Este certificado reconoce que **Oscar Quintanilla** ha cumplido con éxito los requisitos del curso **Fraud, Waste and Abuse for Remote Interpreters (3 hours)** en **Dec 18, 2023.**

- Fraud, Waste, and Abuse Overview
- Applicable Legislation
- False Claims Act
- FWA for Healthcare Interpreters
- Definitions
- Federal Anti-Kickback Statute
- FWA Practices for Healthcare Provi...

Interpreter Network

Certificado de finalización

Este certificado reconoce que **Oscar Quintanilla** ha cumplido con éxito los requisitos del curso **Real Work Situations: Conflict Management (2 hours)** en **Dec 18, 2023**.

- Lesson on Conflict Management
- Assessment Lesson

Interpreter Network

Certificado de finalización

Este certificado reconoce que **Oscar Quintanilla** ha cumplido con éxito los requisitos del curso **Using Online Interpreting Platforms (3 hours)** en **Dec 18, 2023**.

- Boostlingo training
- TotalLanguage Training
- Online Interpreting Platforms Assessment Lesson

THIS CERTIFIES THAT

Oscar Eduardo Quintanilla Rivera

has successfully completed a ProZ.com Course that meets the requirements
of Online Community and Workplace for Language Professionals

Legal Terminology (5 modules)

18 hours

DURATION

February 12, 2024

ISSUE DATE

Suzanne Deliscar

Suzanne Deliscar

TRAINER

Paul Urwin

Paul Urwin

HEAD OF PROZ.COM TRAINING

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Ve a Confi