

# Félix Ernesto Campos Abarca

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## Experience

### **September 2021 – Present day**

Freelance Translator • Strings MTPE, revision, and QA evaluation • Amazon Europe (Remote)

### **December 2020 – July 2022**

Operations Team Lead • BPO Services • Webhelp El Salvador

### **November 2017 - Present day**

Freelance Interpreter • English to Spanish OPI • Lionbridge (Remote)

### **May 2017 – October 2017**

Customer Service Rep. • BPO Services • Convergys El Salvador

### **December 2016 – March 2017**

Sales Agent • BPO Services • Telus International El Salvador

### **May 2016 – Present day**

Freelance Translator • English to Spanish content translation • Several freelance platforms

### **February 2016 – May 2016**

Team Lead • Cold Calling BPO Services • Linked Up El Salvador

### **October 2013 – January 2016**

Sales/Customer service/Tech support • BPO Services • Convergys El Salvador

### **May 2012 – June 2013**

Sales Agent/Supervisor • BPO Services • Focus El Salvador

### **September 2010 – February 2012**

Sales Agent/Supervisor • BPO Services • Teleperformance El Salvador

## Education

### **INSAFORP, Focus El Salvador, Antigua Cuscatlán**

- Seminar called: “Coaching of top-performance teams”. Duration: eight hours (2013)

### **Universidad Capitán General Gerardo Barrios, San Miguel**

- One year of Systems Engineering and Computer Networks (2008)



Urbanización Nueva  
Metrópolis, Polígono F,  
Casa #32, San Miguel.



+503 7649-2332 (Mobile)  
+503 2639-2753 (Home)



abarca.felixx@gmail.com



<https://www.linkedin.com/in/felixc90/>

## Skills

- English level: B2 - Vantage or upper intermediate (Studied at ITCA FEPADE, San Miguel)
- Proficient with CAT tools (Matecat and Wordbee) & other proprietary translation software
- Windows 7, 8.1 and 10 (Microsoft Expert Zone Accreditations)
- Microsoft Office 2013 (Microsoft Expert Zone Accreditation)
- Troubleshooting Windows 10 and Office 365 known issues
- Strong interpersonal relations and leadership skills
- Ability to work under pressure with little or no supervision

## Professional and personal references

Available upon request.