

Diego Morales

SPANISH INTERPRETER

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Summary

Spanish interpreter with 4 years of Spanish-English interpreting for a remote interpreting provider and a Chicago community health center. Interprets medical, insurance, utility and school calls with accurate medical terminology, steady customer service and strict confidentiality, averaging 45 calls a shift. CMI-Spanish certified.

Skills

- Spanish-English Interpreting
- Medical Terminology
- Consecutive Interpreting
- Over-the-Phone Interpreting
- Telehealth Interpreting
- Sight Translation
- HIPAA
- Confidentiality
- Customer Service
- Interpersonal Skills

Experience

Spanish Interpreter

02/2024 - Present

Midwest Remote Interpreting Co.

Chicago, IL

Over-the-phone and video interpreter for 300 healthcare, insurance and public-sector clients.

- Interpret 40-50 over-the-phone and video calls a shift, from ED triage to insurance claims.
- Hold a **4.9/5** average quality score across 120 monitored calls in 2025.
- Build glossaries of 1,500 medical terminology and insurance terms, sharing them with 25 new hires.
- Manage caller confidentiality under HIPAA, with zero privacy complaints over 2 years.
- Deliver consecutive interpreting for 10-15 telehealth mental health sessions a week.

Bilingual Patient Navigator

06/2022 - 01/2024

Pilsen Community Health Center

Chicago, IL

Navigator and on-site interpreter at a community health center serving 18,000 patients.

- Interpreted for 20+ Spanish-speaking patients a day in primary care and prenatal visits.
- Scheduled specialist referrals and explained insurance forms to 40 families a week.
- Translated 25 patient handouts into Spanish with the clinic's quality team.
- Answered phone lines in Spanish and English, cutting the call-back queue from 2 days to same day.

Education

Bachelor of Arts

05/2022

University of Illinois Chicago

Chicago, IL

Spanish

Certificates

Certified Medical Interpreter (CMI-Spanish)

National Board of Certification for Medical Interpreters

07/2023