

DANIEL OCAMPO

Passionate self-starter with a background in technical and customer service, support, web development, and more. Proficient in any environment with professional experience spanning independent and team efforts both on-site and remote. I am excited about working with a fast-paced, highly motivated team, learning new skills, and growing alongside my colleagues.

WORK EXPERIENCE

Customer Service Representative

SITEL Group | Remote

2/22 - 1/23

- Communicated with customers over the phone and via email to carefully address client inquiries in real time.
- Diagnosed user problems, filed bug reports, and corresponded with other departments when I determined cases needed to be escalated elsewhere.
- Utilized resourceful thinking and problem-solving skills to enact effective, comprehensive solutions remotely for a variety of situations.

Co-Founder, Front-End Developer

Endproject | Houston, TX

12/21 - *present*

- Develop and maintain websites using HTML, CSS, PHP, and JavaScript to ensure seamless functionality, optimal user experience, and efficient performance.
- Handle support queries for our e-commerce and live show ticket sales via CRM software and social media platforms.
- Contribute to the ideation of company goals, engagement strategies, and more to improve the community experience as both a core team member and cofounder.

Houston, TX

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EDUCATION

Associates of Applied Science Web Development

Wake Technical Community College
Raleigh, NC

Blockchain: Foundations and Use Cases

ConsenSys Academy
Remote

SKILLS

- HTML/CSS
- JavaScript
- MongoDB
- Express.js
- React.js
- Node.js
- C++
- PHP
- WordPress
- Git
- MySQL
- Zendesk
- Blockchain Technology
- Adobe Creative Cloud
- Microsoft Office 365
- Microsoft Visual Studio

LANGUAGES

- English
- Spanish