

# 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 - Present

- Communicate with customers over the phone and via email to carefully address client inquiries in real time.
- Diagnose user problems, file bug reports, and correspond with other departments when I determine cases needed to be escalated elsewhere.
- Utilize 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
- ASP.NET
- WordPress
- Git
- MySQL
- Zendesk
- Adobe Creative Cloud
- Microsoft Office 365
- Microsoft Visual Studio

## LANGUAGES

- English
- Spanish