

# DANIEL OCAMPO

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## WORK EXPERIENCE

### Customer Service Representative

Foundever | Remote

2/22 - Present

- Address client inquiries in real time through phone and email communications, providing attentive and effective support.
- Diagnose user problems, file bug reports, and communicate with other departments for necessary case escalations.
- Implement effective and comprehensive remote solutions for a variety of situations, showcasing resourceful thinking and problem-solving skills.

### Co-Founder, Web Developer

END (Every Night Dawns) | Houston, TX

12/21 - present

- Develop and maintain websites using HTML, CSS, Typescript, and JavaScript, ensuring seamless functionality and optimal user experience.
- Manage support queries for e-commerce and live show ticket sales through CRM software and social media platforms.
- Contribute to ideation of company goals, engagement strategies, and community experience improvements as a core team member and co-founder.

### Web Development Intern

Carimus | Raleigh, NC

7/21 - 1/22

- Created innovative features using JavaScript and React.js for enhanced web application functionality.
- Engineered reusable front-end components, ensuring scalability and optimal performance across various devices and browsers.
- Integrated APIs with third-party systems, improving business processes and ensuring data security using solutions like MySQL.

## EDUCATION

### Associate of Applied Science Web Development

Wake Technical Community College  
Raleigh, NC

### IT - Advanced Web Developer Certificate

Wake Technical Community College  
Raleigh, NC

### Blockchain Developer Online Bootcamp

ConsenSys Academy  
Remote

## SKILLS

- HTML/CSS
- JavaScript
- MongoDB
- Express.js
- React.js
- Node.js
- Vue.js
- PHP
- ASP.NET
- Bootstrap
- WordPress
- Git
- MySQL
- Zendesk
- HubSpot
- Slack
- Adobe Creative Cloud
- Microsoft Office 365
- Microsoft Visual Studio

## LANGUAGES

- English
- Spanish