

# DANIEL OCAMPO

## SUMMARY

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.

## WORK EXPERIENCE

### CUSTOMER SERVICE REPRESENTATIVE

Sitel Group

01/2022 - 02/2023

- Communicated with customers over the phone, and via live chat 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.

### RETAIL ASSOCIATE

Walmart

08/2019 - 01/2022

- Conducted customer needs assessments and provided exceptional service to ensure customer satisfaction.
- Maintained organized merchandise displays in multiple departments to enhance the customer shopping experience.
- Received and inspected daily freight shipments, efficiently stocking inventory shelves while maintaining accurate inventory records.

## CONTACT

Houston, TX

+1917249778

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## EDUCATION

### ASSOCIATES OF APPLIED SCIENCE WEB DEVELOPMENT

Wake Technical Community College  
Raleigh, NC

01/21 - 07/2023

### HIGH SCHOOL DIPLOMA

Southern High School  
Durham, NC

08/2016 - 06/2020

## SOFT SKILLS

Complex problem solving  
Critical and analytical skills  
Empathy  
Flexibility

## HARD SKILLS

Customer Service  
Operating Systems  
Web Development  
Retail Management

## LANGUAGES

English  
Spanish