DANIEL OCAMPO

Houston, TX
+1 (919) 724-9778
daocampo2002@gmail.com

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

Foundever | 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

END (Every Night Dawns) | 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.

EDUCATION

Associate 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
- Bootstrap
- WordPress
- Joomla
- Git
- MySQL
- Zendesk
- Adobe Creative Cloud
- Microsoft Office 365
- Microsoft Visual Studio

LANGUAGES

- English
- Spanish