

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, through online forums, 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.

Co-Founder, Community Manager

Endproject | Houston, TX

12/21 - *present*

- Moderate a Discord server of over 400+ users using Web3 software like Collab.Land and Snapshot.
- 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.

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EDUCATION

Associates of Applied Science Web Development

Wake Technical Community College
Raleigh, NC

1/21 - 7/2023

SKILLS

- HTML/CSS
- JavaScript
- C++
- PHP
- MySQL
- Python
- React.js
- Next.js
- Vue.js
- WordPress
- Unix/Linux
- Git
- Zendesk
- InfluxDB
- Adobe Creative Cloud
- Microsoft Office 365
- Microsoft Visual Studio

LANGUAGES

- English
- Spanish