

# Mikhail Ocampo

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Service-centric, fast-paced, team-focused, and growth-oriented with a positive attitude seeking a part-time position outside of academics. Always humble for feedback to improve and mindful of team dynamics to ensure shared success. Proven accountability for reliable team development.

## Education

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### San Jose State University

1 Washington Sq, San Jose, CA 95192

**B.S Business Administration  
Management Information Systems**

### De Anza College, San Jose

21250 Stevens Creek Blvd, San Jose, CA 95014

**A.A Business Administration  
Transfer Degree 2022**

### Stockdale High School

2800 Buena Vista Rd, Bakersfield, CA 93311

**High School Diploma  
Class of 2019**

## Experience

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### Premier One Credit Union

*Member Service Representative*

**2022-04-  
PRESENT**

- Created local business client revenue through active business development
- Completed training for client membership management
- Coordinated new business development in multiple regions

### AZ Dental

*Front Office Administrator / Treatment Coordinator*

**2021-07-  
2022-04**

- Created then implemented two critical systems for lab tracking
- Assisted in deliverance and successful payment with Insurance Billing
- Charted and financed orthodontic patient cases with Sunbit and Invisalign
- Scanned and reviewed models through iTero
- Rose patient retention through hygiene calls by 66% during 1st quarter
- End of Quarter reported 6 figure revenue for multiple clinics on review
- Generated 5 figure revenue through patient treatment consultations via Dentrix

### Bank of America

*Relationship Banker*

**2021-01-  
2021-05**

- Personally assisted clients for a variety of financial needs
- Exceeded financial center goals and demonstrated professional service
- Warmly routed clients to appropriate departments and professionals

### Valley Strong Credit Union

*Member Service Representative*

**2017-11 -  
2019-01**

- Developed financial handling proficiency
- Maintained professionalism with excellent written and oral communication skills

### O2 Ware & Kern High School District

*Senior Programmer*

**2017-06-  
2018-08**

- Communicated with district staff daily to meet project goals
- Experienced data entry and generated invoices

## Technical Experience

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**Microsoft Suite**  
2015 - 2022

**Google Suite**  
2015 - 2022

**Typing WPM**  
90 WPM

**Microsoft Outlook**  
2015 - 2022

**Dentrix Enterprise**  
2021-2022

**iTero Invisalign**  
2021-2022

## Certifications

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### Customer Service Excellence

Awarded 2018 | Valley Strong Credit Union