

RAY OCAMPO

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PROFESSIONAL SUMMARY

Senior client success and operations professional with 12 years managing enterprise accounts and cross-functional delivery. At INFUSE, a B2B demand generation agency, I run a 40+ account portfolio, protect retention, and open expansion by fixing problems before clients raise them. My operations background, including a \$200K procurement build and a 150-person technology rollout, means I handle account complexity that trips up pure account managers.

CORE COMPETENCIES

Client Success, Account Management, Customer Retention, Program Coordination, Cross-Functional Stakeholder Management, Process Improvement, Operational Planning, Risk Identification, Change Management, Onboarding, Documentation and Knowledge Management

Technical: Salesforce, Microsoft 365, SharePoint, Google Workspace, Smartsheet, RingCentral, Data Analytics and Reporting

PROFESSIONAL EXPERIENCE

Client Success Manager | INFUSE (B2B demand generation agency), Portland, OR Mar 2023 - Present

- Manage a portfolio of 40+ enterprise accounts as the primary success and delivery contact, coordinating internal production, finance, and sales teams to hit scope and deadlines.
- Protect portfolio retention by catching at-risk accounts early and driving fixes before issues become renewal risks.
- Identified program gaps that opened expansion revenue, coordinating solutions across product, sales, and delivery teams.
- Review 100+ accounts monthly to flag risks and trends, giving leadership data-backed recommendations that improve client ROI.
- Shortened onboarding and implementation timelines through documented workflows and steady stakeholder communication.

Operations Manager | Self Enhancement, Inc. (youth-services nonprofit, 150+ staff), Portland, OR Nov 2019 - Mar 2023

- Led company-wide technology deployment for 150+ employees, owning vendor selection, planning, training, and go-live with no operational disruption.
- Built procurement systems handling \$200K+ in annual spend, with approval workflows, budget controls, and compliance documentation.
- Managed \$170K in community support programs, coordinating logistics and vendor partnerships for 1,300+ beneficiaries.
- Reported directly to the COO, supporting executive planning and cutting operating costs through process standardization and system integration.

Administrative Coordinator | Multnomah County Human Services (county government agency), Portland, OR Sep 2012 - Nov 2019

- Processed 1,000+ service requests a year in full compliance with state regulations, payment systems, and audit requirements.
- Built documentation and training programs for 50+ service providers, cutting process errors through standardization.
- Consolidated data from separate systems into tracking tools that supported leadership decisions across programs.
- Coordinated logistics for multi-city operations, managing budgets, vendor relationships, and cross-team dependencies simultaneously.

PROJECTS

ScoredThreads.com: Built and operate a price-tracking web app and newsletter, including a Python data pipeline, Supabase backend, and automated content workflows.

EDUCATION

Bachelor of Science, Journalism and Communication | University of Oregon, Eugene, OR