Jonathan Capalbo

Target roles | Business Analyst & Business Systems Analyst

Point Pleasant, NJ | Open to U.S. remote roles, hybrid work and relocation | jonathancapalbo1@gmail.com
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SUMMARY

At Comcast, I investigated account issues and helped teammates get the reports they needed. In a ServiceNow lab, I built a searchable registrar portal. For a separate planning project, I mapped how arcade staff would report, assign and close tickets. Available for full-time work while completing my NJIT master's degree.

PROFESSIONAL EXPERIENCE

Customer Account Executive | Comcast / Xfinity

April 2022 - September 2026 | Remote

- Built Power Automate flows after teammates asked for easier access to daily reports. The flows sent filtered sales and adherence results to a team of 10 by email or Microsoft Teams.
- Reviewed account records across about 25 customer interactions a day. Consulted internal teams on account and system issues and logged decisions and follow-up in CSG.
- Corrected Excel formulas that skipped days when calculating monthly activity totals.

Customer Service Representative | Harte Hanks

February 2021 - January 2022 | Remote

- Investigated state unemployment inquiries, routed email requests and maintained records for follow-up.
- Wrote OneNote guides covering task steps, information sources and escalation contacts for teammates.

SELECTED PROJECTS

Arcade Operations Ticketing Modernization

Self-directed planning study

- Wrote 10 requirements and drafted 14 acceptance tests for a proposed ticketing system. Flagged an open time-zone decision that affects how the daily report counts tickets closed at midnight.

NJIT Registrar ServiceNow Portal

Academic project | ServiceNow school lab

- Configured a searchable portal, organized 42 articles into 12 categories, and revised registration guidance with steps, common errors, and support contacts.

Activity Reporting: Excel and Tableau

Portfolio project based on workplace Excel reporting

- Built a separate Excel workbook with 465 fictional activity records. Checked the monthly totals against daily entries and added a Tableau view showing which days met the daily target.

SKILLS

Business analysis projects: Process mapping, requirements, user stories, acceptance criteria and test planning.
Workplace reporting: Power Automate, Excel formula troubleshooting and monthly totals.
Data projects: Oracle SQL joins, keys, constraints and views. Tableau filters and trend analysis.
Project support: Microsoft Project scheduling and dependencies (coursework); Smartsheet forms and escalations (workplace).
Systems: Microsoft 365, SharePoint, OneNote, CSG (workplace); ServiceNow Knowledge Management / Service Portal (lab).

EDUCATION

New Jersey Institute of Technology | Newark, NJ
M.S. Business & Information Systems | Expected December 2027
B.S. Business Administration | 2024 | GPA: 3.97 | Dean's List, all semesters
Training: ServiceNow Administration Fundamentals; ServiceNow Knowledge Management Fundamentals