

Jonathan Capalbo

Reporting & Operations

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SUMMARY

Customer operations professional with experience automating report distribution and investigating record and system issues. Project work includes Excel reconciliation, Tableau analysis, and academic SQL. Pursuing an NJIT M.S.; available for full-time work.

PROFESSIONAL EXPERIENCE

Customer Account Executive | Comcast / Xfinity

April 2022 - September 2026 | Remote

- Built Power Automate flows to filter and distribute daily sales and team-adherence reports through email and Microsoft Teams for a team of 10, reducing manual searching and filtering.
- Investigated account and system issues by reviewing customer records, policies, and procedures and consulting internal support teams to determine next steps.
- Reviewed account records across about 25 daily customer interactions, helped correct missing or outdated information, and documented decisions and follow-up in CSG.

Customer Service Representative | Harte Hanks

February 2021 - January 2022 | Remote

- Investigated customer inquiries, categorized and routed email requests, and maintained records for follow-up and team handoffs.
- Created OneNote guides for teammates covering task steps, information locations, and escalation contacts.

SELECTED PROJECTS

Activity Reporting: Excel and Tableau

Workplace-origin Excel | Fictional portfolio extension

- Rebuilt the workplace-origin Excel workflow with 465 fictional records, validation, and monthly reporting. Added AI-assisted Tableau and React views for outcome counts, adjustable daily targets, and record drilldowns.

Movie Rental Database | Oracle SQL

Academic final project

- Built six related tables with primary and foreign keys, validation constraints, and a read-only view joining movie, copy, and rental records to identify unreturned copies.

NJIT Registrar ServiceNow Portal

Academic project | ServiceNow school lab

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

SKILLS

Excel reporting: Tables, SUMIF/COUNTIF, cross-sheet formulas, data validation, conditional formatting, and reconciliation. **Excel coursework:** PivotTables for sales-data summaries.

Professional: Excel, Microsoft 365, Power Automate, CSG, SharePoint, OneNote, report and account-issue investigation, documentation, and handoffs.

Academic SQL: Oracle SQL, relational tables, joins, keys, constraints, and views.

Academic lab: ServiceNow Knowledge Management and Service Portal.

EDUCATION

New Jersey Institute of Technology | Newark, NJ

M.S. Business & Information Systems | Expected August 2028

B.S. Business Administration | 2024 | GPA: 3.97 | Dean's List, all semesters

Training: ServiceNow Administration Fundamentals; ServiceNow Knowledge Management Fundamentals