

Jonathan Capalbo

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PROFESSIONAL SUMMARY

Sales and customer operations professional with 5+ years of experience, including 4+ years at Comcast/Xfinity. Experienced in reviewing account data, explaining changing products and promotions, maintaining accurate documentation, and supporting high-volume sales activity. Builds Excel reports and tracking tools, uses Microsoft Power Automate to reduce repetitive work, and communicates clearly across teams.

SKILLS AND TOOLS

Sales operations support | Sales reporting and performance tracking | Process improvement | Microsoft Excel | Data analysis | Microsoft Power Automate | Cross-functional collaboration | Communication | Organization and prioritization | Customer experience | ServiceNow | Tableau | SQL

PROFESSIONAL EXPERIENCE

Comcast / Xfinity | Sales Representative | Remote | April 2022 - Present

- Handle about 25 customer interactions each day - more than 5,000 annually - by reviewing account data and recommending internet, TV, and mobile solutions based on customer needs and current promotions.
- Explain frequent changes to products, offers, and policies in clear language, then document activity, decisions, and follow-up in internal systems.
- Help teammates resolve procedure, system, and offer questions by locating and sharing current internal guidance.
- Build Excel tracking tools and use Microsoft Power Automate and basic scripting to organize information, schedule Teams messages, and automate routine emails.
- Work independently in a high-volume sales environment while balancing customer needs, documentation accuracy, and follow-up.

Harte Hanks | Customer Service Representative | Remote | February 2021 - January 2022

- Resolved customer inquiries through clear written and verbal communication in a remote, high-volume environment.
- Reviewed, categorized, and routed email requests while maintaining accurate documentation and timely handoffs.
- Organized competing priorities and coordinated follow-up so requests reached the appropriate teams.

SELECTED PROJECTS

Sales Performance Tracker | Excel

- Built an Excel sales reporting tool that brings daily activity, product results, account notes, goals, and performance summaries into one place.
- Standardized data entry and automated routine cleanup, saving an estimated 2-3 hours each week and making results easier to review.

Sales and Strategy Analysis | CAPSIM

- Analyzed seven years of sales, market share, costs, profit, cash flow, and product strategy, then translated the findings into practical recommendations.

Knowledge Management and Documentation | ServiceNow, Microsoft 365

- Created support content and designed a review and approval workflow so teams could update and find internal information more easily.

EDUCATION AND PROFESSIONAL DEVELOPMENT

New Jersey Institute of Technology | Newark, NJ

M.S. Business & Information Systems | In Progress

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

Relevant coursework: Business Research Methods, Business Data Analytics, Business Operations Management & Analytics, Decision Support Tools & Technology for Managers, System Analysis and Design, Project Management for Managers, and Knowledge Management.

Additional training: ServiceNow Administration Fundamentals and Knowledge Management Fundamentals.