



# JASON CAPOTOSTI

*AIRLINES RESERVATIONS AGENT*

## CONTACT

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## EDUCATION

High school diploma  
Camden County High School  
Sep 1987 - June 1991

## SKILLS

communication skills  
customer satisfaction  
customer service  
delivery  
driving  
email  
English  
Airlines  
SEO  
CSS  
Forklift operator

## WORK EXPERIENCE

### Chief Executive Officer

Weight To Go

Aug 2021 - current

- Communicated with 3 experts in genomics to stay on top of market trends and obtain insights. Improved on
- 70% and increase in monthly organic traffic of 12%. Created non
- Designed 3 marketing initiatives, increasing revenue by 08%
- Recommended products and services based on customer needs, increasing monthly revenue 2%
- Ensured 99% compliance with company policies and procedures
- Sharpened employee development program, improving the customer experience and increasing Google Ratings to 4.1
- Generated day-to-day operations plans, improving workflow and efficiency by 9%
- Projected earnings, balanced budgets, and maintained a profitable business for all 13 months
- Crafted and launched a successful website and online ordering system, boosting online site visitation and to-go sales by 20% during the COVID-19 pandemic
- Executed routine paperwork, including accounts payable, determining sales targets, and analyzing performance 2 times a year
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### DOT Courier

FedEx

Apr 2003 - Jun 2017

- Performed 84 deliveries per day, driving trucks and vans holding up to 24K pounds
- Recognized every year of tenure for 0 accidents
- Achieved customer service feedback score of 96% due to excellent communication
- Delivered exceptional service to clients and maintained a 94% account retention
- Executed strategic deliveries 98% on time, increasing customer satisfaction and saving the company mileage and gas expenses
- Maintained knowledge of inventory to assist and direct customers to the appropriate part of the store based on their needs, increasing customer satisfaction by 21%
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## 5th Hand/Paper Maker

Gilman Paper

Sep 1991 - Nov 2002

- Operated heavy machinery to process 150+ pallets per shift. Managed a team of 3 deck hands Created production schedules based on customer orders and requisitions, ensuring 96% on-time delivery of inventory to subcontractors and installers. Cleaning restrooms during slow hours and coordinating tables with 20+ coworkers to reduce wait times by an average of 7 minutes during peak hours.
- Identified intensive data collection tasks for the sales team and worked with engineering to launch tools that reduced manual work by 115 hours each month
- Overhauled existing employee onboarding processes resulting in performance increase of 4% in average employee's first four months
- Reduced headcount by 2% while exceeding revenue goals by 5%
- Adhered to safety rules and regulations, creating checklists to guarantee safe machinery operations 99% of the time
- Assisted framers, carpenters, electricians, welders, roofers, and other trade workers by maintaining clear workspaces and carrying materials, increasing efficiency on-site by 8%
- Maintained physical fitness, resulting in 0 instances of injury