

NEAL JACOB

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PROFILE

Customer-facing operations and relationship professional with 15+ years across retail sales, customer support, and technical support. Recognized repeatedly for service quality — five Customer Service Star Awards and a promotion from seasonal to full-time at Lowe's. Active Chamber of Commerce networker and longtime nonprofit community-outreach volunteer who has built and run a client-facing business. Seeking a customer-, client-, or member-facing role with a Winchester-area employer.

CORE STRENGTHS

Customer & Client Relationships · Consultative Sales · Account & Member Support · Community Outreach & Event Coordination · Merchandising & Visual Display · Technical Support (Windows, Microsoft Office, Adobe) · WordPress, Social Media & Website Administration

PROFESSIONAL EXPERIENCE

Sheetz, Inc. | Team Member | Winchester, VA | Mar 2025 – Jul 2026

- Delivered fast, friendly customer service in a high-volume, deadline-driven store environment.
- Operated POS systems accurately while supporting daily store operations and shift coverage.
- Maintained clean, safe, well-stocked presentation standards across the sales floor.

Lowe's Home Improvement | Merchandising Service Associate | Front Royal, VA | 2020 – 2023

- Earned five Customer Service Star Awards for exceptional service and customer satisfaction.
- Promoted from seasonal to full-time on the strength of consistent performance and reliability.
- Advised customers on project planning and product selection, translating technical requirements into practical recommendations.
- Planned and executed merchandising displays that improved product visibility and sell-through.

Cellular Sales, Inc. | Wireless Sales Consultant | Front Royal, VA | 2017 – 2018

- Met and exceeded sales goals through consultative, needs-based selling.
- Matched customers to devices and service plans and built relationships that generated repeat business and referrals.

Wymond Associates, Inc. | Technical Support Specialist | Alexandria, VA | 2011 – 2014

- Supported 10,000+ government employees and contractors at the U.S. Patent & Trademark Office.
- Resolved Tier 1–3 escalations spanning Windows, Microsoft Office, Adobe, and commercial applications.
- Prioritized help-desk queues with a focus on response time and end-user satisfaction.

Neal Jacob Photography | Owner / Photographer | Front Royal, VA | 2008 – 2012

- Built and operated a photography business serving weddings, portraits, and events.
- Handled client acquisition, marketing, scheduling, and delivery end to end.

Additional Experience: Fulfillment Specialist, Amazon — Clear Brook, VA (2018–2019) · Sales Floor Team Member, Target — Front Royal, VA (2015–2017)

COMMUNITY ENGAGEMENT

Young Life — Warren County | Social Media Manager & Website Administrator (Volunteer) | Multiple years

- Managed the organization's website and social media outreach.
- Coordinated fundraising campaigns and youth events, and developed local community partnerships.

Member of the Front Royal/Warren County Chamber of Commerce — 2019-2024.

- Active with other community networking groups.

EDUCATION & PROFESSIONAL DEVELOPMENT

Montgomery College | Coursework toward Associate of Arts | Rockville, MD