

JOSHUA FITZGEREL

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Revenue Operations · Sales Operations · Salesforce · Billing & Pipeline Reporting

SUMMARY

Revenue and sales operations builder who designed a startup's quotas, compensation, lead routing and Salesforce workflows from scratch as revenue grew to \$100K+ MRR, and now runs billing operations covering \$250K–\$1M a month across SAP S/4HANA and Salesforce. Cut a 130+ day billing backlog to a consistent 7-day cycle within three months. Automates reporting and workflows with Claude Code.

EXPERIENCE

Ervin Cable Construction

Kansas City, MO

Billing Manager

May 2026 – Present

- Cut the billing review cycle from 130+ days to a consistent 7 days (~95% shorter) within three months by clearing an inherited two-year maintenance backlog and resetting the operating cadence.
- Lead two Billing Specialists and approve 150–200 field dailies a day across 50–75 subcontractors, covering \$250K–\$1M in monthly billing across SAP S/4HANA and Salesforce.
- Resolve scope, documentation, BOM and payment issues with project managers and field teams before they stall billing or create rework.
- Promoted from Project Manager after four months.

Project Manager

Jan 2026 – May 2026

- Coordinated 10–15 field crews and subcontractors on a major fiber broadband build: schedules, budgets, permitting, mapping, quotes, BOMs and customer timelines.
- Built and presented weekly operating reports to directors, turning field data into decisions on priorities, accountability and workload.
- Designed a shared workflow that set clear ownership across project managers and closed handoff gaps.

Ticket Takedown | Legal-tech startup

Kansas City, MO

Business Development Associate & Legal Assistant

Jun 2025 – Nov 2025

- Designed the sales operating system from scratch: quotas, compensation plans, lead routing, call scripts and Salesforce workflows.
- Hired and trained two reps and carried 80–100 inbound calls a day, closing ~30% and helping grow revenue to \$100K+ MRR.
- Shaped pricing, the sales process and client intake alongside company leadership.

Apple

Kansas City, MO

Sales Specialist

Nov 2023 – Jun 2025

- Finished 20%+ above service-attachment targets through consultative selling across Apple hardware, services and ecosystem.
- Ran live demos and customer onboarding for the Apple Vision Pro launch, teaching brand-new technology to first-time users.

PROJECTS

3Onions

2026 – Present

Founder

- Founded 3Onions, a meal-planning subscription brand for people living alone; built the brand, website and growth engine (Google Ads, Meta Ads, Stripe, RevenueCat), with the product built in Claude Code.
- Sourced and led partnership talks with a 12-location physical therapy group; pitched a national property manager's resident-perks program.

SKILLS

Revenue Operations: Lead routing, quota and compensation design, CRM workflows, pipeline and billing reporting, dashboards, process improvement, team leadership

Tools: Salesforce, SAP S/4HANA, Claude Code, Microsoft Excel, Power BI, GIS/mapping systems, Stripe, RevenueCat

EDUCATION

University of Missouri–Kansas City | Business Administration

2022 – 2025