

Sharon Fitzgerald

625 Kenmoor Ave SE, Ste 301 • Grand Rapids, MI 49546

■ (814) 961-4988 • ✉■ sharoncradyq17@gmail.com

Objective

To obtain a remote, part-time or full-time customer service or data evaluation position that utilizes my strong communication, organizational, and accuracy-based skills in a professional work-from-home environment.

Skills

- Skilled in online content review, digital communication, and accuracy-based evaluation tasks
- Type 60+ words per minute with precision and attention to detail
- Excellent written and verbal communication skills
- Professional and friendly telephone personality
- Experienced in data entry, call handling, and email management
- Proficient in Microsoft Word, Excel, email, VoIP, IM, and video conferencing tools
- Strong computer hardware/software troubleshooting and updating abilities
- Alpha-numeric and ten-key proficient

Education

Bryan Adams High School, Dallas, Texas — High School Diploma, 1998

Professional Experience

Callaborate (Remote) — Telephone Interviewer (Sept 2020 – Present)

- Conduct outbound survey calls nationwide using an auto/predictive dialer.
- Collect and record voter opinions for research and political polling.
- Maintain confidentiality and accuracy across all data entries.

Ver A Fast (Remote) — Telephone Interviewer (Aug 2019 – Present)

- Perform high-volume outbound calls to gather public opinions for research projects.
- Accurately document responses and maintain productivity metrics.

DoorDash (Remote) — Order Placement Specialist (Oct 2014 – Oct 2018)

- Placed and confirmed restaurant orders via phone and online.
- Coordinated with drivers to ensure accurate and timely deliveries.

ACD Direct (Remote) — Customer Support / Donation Processing (Oct 2015 – Mar 2016)

- Handled inbound calls from donors and viewers of large nonprofits.
- Processed pledges, donations, and campaign contributions.

MAI for Pro Flowers (Remote) — Seasonal Email Representative (2015)

- Responded to customer inquiries via email during major holidays.
- Assisted with order issues, refunds, and general customer care.

Arise Virtual Solutions (Remote) — Customer Service Professional (Nov 2013 – Jan 2015)

- Provided customer support for a major online retailer.
- Assisted with account access, billing inquiries, and order issues.

Voter Research (Remote) — Survey Caller (Oct 2013 – Dec 2013)

- Conducted short telephone surveys and recorded responses accurately.

Snail Mail Pals (Remote) — Volunteer Moderator/Admin (Jan 2013 – May 2016)

- Managed group membership, moderation, and community support.

Chatty Little Texas Mama — Owner/Blogger (Apr 2013 – Apr 2015)

Novo 1 — Customer Service / Dispatcher (Aug 2010 – Jun 2011)

Shapard Research — Telephone Interviewer (Aug 2008 – Nov 2008)

References available upon request.