Sharon Fitzgerald

Entry-Level Web Developer • Front-End • HTML & CSS

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

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

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OBJECTIVE

To obtain an entry-level or trainee web developer position where I can grow my front-end skills in HTML, CSS, and responsive design while contributing to real-world websites and user-facing features in a collaborative remote or hybrid environment.

CORE SKILLS & STRENGTHS

- Hands-on experience building small web projects using HTML5 and CSS3.
- Comfortable working with GitHub repositories and GitHub Pages deployment.
- Basic understanding of responsive layouts, typography, and color palettes.
- Familiar with VS Code and browser DevTools for editing and debugging.
- Created and maintain the **sharoncodes** project portfolio site.
- Strong written communication and documentation skills from remote work history.
- Self-directed learner with experience completing online web development courses.

PROFESSIONAL EXPERIENCE

Independent Web Development Student

Remote • 2023 – Present
- Build and maintain small web projects using HTML and CSS, hosted on GitHub Pages.
- Created the **sharoncodes** portfolio site showcasing coding exercises and practice projects.
- Practice semantic HTML, CSS layouts, and styling consistency across pages.
- Follow online coursework and tutorials to strengthen front-end fundamentals.

Quality Evaluation Support / Data Collection (Telephone-Based Component)

Callaborate — Remote • September 2020 – Present

- Conduct high-accuracy data collection for national research surveys.

- Verify, document, and submit responses with a focus on clarity and consistency.

- Follow strict scripts, guidelines, and compliance requirements.

- Maintain productivity standards in an independent remote environment.

Survey Data Collection / Research Support

Verafast — Remote • August 2019 – Present

- Perform structured survey-based tasks for research and marketing insights.

- Accurately record digital responses and maintain project-specific guidelines.

- Work efficiently with minimal supervision in a remote environment.

Order Processing Specialist (Non-Phone + Phone Hybrid)

DoorDash — Remote • October 2014 – October 2018

- Entered, verified, and submitted customer orders through online systems.

- Communicated with businesses to confirm order details as needed.

- Coordinated accurate information for drivers and delivery teams.

Data Entry / Donation Processing

ACD Direct — Remote • October 2015 – March 2016

- Handled donor communications for nonprofit fundraising campaigns.

- Processed pledges, verified details, and ensured accuracy in payment entries.

Seasonal Email Customer Service Representative

MAI for ProFlowers — Remote • February 2015 – May 2015

- Responded to customer support emails during high-volume holiday seasons.

- Resolved issues, documented cases, and maintained tone and brand guidelines.

- Processed refunds, credits, and order adjustments.

Customer Service Professional (Non-Phone + Phone)

Arise Virtual Solutions — Remote • November 2013 – January 2015

- Supported customers for a major online retailer.

- Assisted with account access, billing inquiries, and product issues.

- Documented each case thoroughly and followed workflow protocols.

Data Recording / Script Compliance

Voter Research — Remote • October 2013 – December 2013

- Performed short evaluations using predefined scripts.

- Entered responses electronically with attention to accuracy and neutrality.

Volunteer Moderator & Administrator

Snail Mail Pals (Facebook Group) — Remote • January 2013 – May 2016

- Monitored posts, moderated content, and managed member approvals.
- Addressed member inquiries, resolved disputes, and upheld guidelines.
- Maintained simple documentation for group administration.

Owner / Blogger

Chatty Little Texas Mama — Remote • April 2013 – April 2015

- Managed a lifestyle blog, wrote articles, and cultivated online engagement.
- Handled email correspondence and basic content planning.

Customer Service & Dispatch Support

Novo 1 — Roadside Assistance • August 2010 – June 2011

- Documented customer needs and coordinated service providers.
- Ensured accurate data entry and case tracking.

Survey Assistant (Data Recording)

Shapard Research — Remote • August 2008 – November 2008

- Collected survey responses and entered data electronically.
- Adhered to project scripts and quality expectations.

EDUCATION

Bryan Adams High School — Dallas, Texas

High School Diploma, 1998

REFERENCES

Available upon request.

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