

Sharon Fitzgerald

Remote Customer Service • Phone, Chat & Email Support

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OBJECTIVE

To obtain a remote, part-time or full-time customer service position where I can use my strong communication, accuracy, and problem-solving skills to support customers by phone, chat, and email in a professional work-from-home environment.

CORE SKILLS & STRENGTHS

- Exceptional accuracy in documenting customer interactions and account details.
- 10+ years of remote customer service and survey-calling experience.
- Type 60+ WPM with strong attention to detail and grammar.
- Professional, friendly phone presence with calm under pressure.
- Experienced with both scripted and free-form customer interactions.
- Proficient with Microsoft Word, Excel, web-based email, and CRM-style tools.
- Comfortable using VoIP, predictive dialers, and multi-screen workflows.
- Independent, reliable, and able to work with minimal supervision.

PROFESSIONAL EXPERIENCE

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

Collaborate — 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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