**[Enrollment Specialist Customer Service](https://www.postjobfree.com/resume/adtfl3/enrollment-specialist-service-fairfax-va)**

**Location:**Fairfax, VA

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**Resume:**

DAMON FAIR

damon\_fair@yahoo.com 240-702-4380 Glen Burnie, MD 21061

Summary Performance-driven professional with stellar record of accomplishment in connecting with both current and potential clients and obtaining remarkable results. Proactive, well-organized sales leader successful at meeting and exceeding targets with strategic approaches. Skilled lead generator, product demonstrator and problem-solver. Skills Account acquisition and management

Contract negotiation

Cross selling and upselling

Sales retention

Customer relations

Product demonstration presentation

Pricing strategy

Excellent communication skills

Results-oriented

Documentation familiarity

Customer service-focused

Debt and credit management

Experience Post Loan Closing 09/2020 - Current

Dominion Financial Services Baltimore, MD

Reviewed records for accuracy and completeness to maximize compliance and prevent errors. Performed post-closing checks of mortgage loan documentation. Managed loan packages and prepared closing instructions for staff. Reviewed loan agreements to verify completeness and accuracy according to applicable policies.

Prioritized and organized tasks to efficiently accomplish service goals. Senior Loan/Enrollment Specialist 01/2020 - 05/2021 Credit Direct Rockville, MD

Educated customers on variety of loan products and available credit options to promote valuable decision-making.

Answered client questions about factors affecting credit and recommended suggestions to improve credit scores.

Gathered required information from customers for settlement reviews to help negotiate down debt with creditors.

Listened to and understood customers' needs, explained and discussed options and outlined best-fit services.

Negotiator 03/2019 - 01/2020

Clear One Advantage Baltimore, MD

Actively working settlements and execute orders using the company's central database. Proper calculation of settlement payments.

Making outbound and answering inbound calls between clients and creditors. Responsible for overcoming objections when needed, educating clients on settlements. Negotiating the designated minimum settlements.

Inbound Sales Consultant 04/2017 - 10/2018

Comcast/NBC Jacksonville, FL

Met or exceeded sales objectives on a regular basis. D

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Accomplished challenging objectives for quality and productivity through the use of strong organizational and communication skills.

Committed scripts to memory to better handle customer conversations. Establish contracts, including pricing structures and service terms. Retail Sales Consultant 11/2014 - 04/2017

Comcast/NBC Frederick, MD

Maintained a friendly, outgoing personality to promote a positive work environment and satisfy customer needs.

Sought opportunities to up-sell and add-on additional merchandise. Helped customers by answering questions and locating merchandise. Responded to questions and concerns regarding billing and credits with knowledgeable and personable support.

Utilized strong customer service skills to meet and exceed sales goals by 200-300%. Media Consultant 07/2012 - 11/2014

Dex Media Rockville, MD

Approximately 100 outbound sales calls per day to small business owners. Prescheduled in person meetings, and live webinars in order to obtain clients and close deals. Responsible for return of investment on internet and print media including search engine optimization, and the Superpages.

Account acquisition and management.

Processed new deals, renewals, and contracts.

Sales Retention Representative 06/2011 - 07/2012

Cox Communications Herndon, VA

Approximately 30 inbounds calls a day in an inbound call center. Identified reasons for disconnect /downgrade in order to overcome objections and retain the customer.

Prompt escalation of customer calls regarding billing, technical support, and other issues. Knowledgeable of all Cox marketing campaigns, save offers, and made appropriate save offers.

Took ownership and acted as primary contact, providing name and telephone extension. Retailer Sales Specialist 09/2006 - 03/2011

Georgia Lottery Corporation Atlanta, GA

Liaised with vendors to coordinate delivery schedules and promote customer satisfaction. Educated customers on product features and technical details to highlight benefits. Showcased features of diverse products, provided information and redirected objections. Controlled inventory to eliminate expenses and ensure optimal stock. Education and

Training

Some college experience: Communications 1997

Montgomery College Rockville, MD

High School Diploma 1995

Richard Montgomery High School Rockville, MD

Accomplishments Consistently led sales goals in the Comcast Xfinity store achieving Platinum sales status for consecutive months- 2015/2016

Comcast Elite Sales Award winner-2017.