1. Coordinated timely responses to online customer communication and researched complex issues.
2. Maintained accurate and current customer account data with manual forms processing and digital information updates.
3. Conferred with customers about concerns with products or services to resolve problems and drive sales.
4. Defused customer concerns with exceptional conflict and problem resolution skills.
5. Evaluated customer information to explore issues, develop potential solutions and maintain high-quality service.
6. Assisted call-in customers with questions and orders.
7. Built long-term, loyal customer relations by providing top-notch service and detailed order, account and service information.
8. Updated customer accounts and system database with latest details to support accuracy and efficiency in future interactions.
9. Recommended and upsold new products, resulting in [Number]% increase in revenue.
10. Described and explained details about over [Number] [Product or Service] options to inform customers and guide purchasing decisions.
11. Educated clients on account services and resolved client inquiries regarding statement information and account balances.
12. Minimized financial discrepancies by accurately analyzing report data and devising appropriate solutions.
13. Communicated with customers to assess and address individual needs, providing timely and quality support via [Type] systems.
14. Achieved [Number]% satisfaction rating through consistent, proactive resolutions of customer issues on first call.
15. Maintained [Number]% conversion rate on turning incoming calls into scheduled appointments with qualified [Job title]s.
16. Managed billing, service and account issues for [Industry] customers.
17. Maintained superior quality by reducing downtime to maximize customer support and meet revenue goals.
18. Exceeded [Number]% quality goal by carefully applying scripts and personal knowledge to address and correct problems.
19. Responded to customer needs through competent customer service and prompt problem-solving.
20. Entered customer interaction details in [Software] to track requests, document problems and record solutions offered.