1. Preserved revenue streams by utilizing strong communication and negotiation skills, offering refunds as last resort to maintain customer satisfaction.
2. Investigated and resolved customer inquiries and complaints quickly.
3. Reached out to customers after completed sales to suggest additional service or product purchases and inquire about needs or concerns.
4. Implemented and developed customer service training processes.
5. Drove team revenue totals by bringing in over $[Amount] in sales.
6. Promptly responded to inquiries and requests from prospective customers.
7. Developed highly empathetic client relationships and earned reputation for exceeding service standard goals.
8. Welcomed, greeted and assisted guests in high-traffic store, generating $[Amount] of dollars in [Timeframe] business.
9. Scored in top [Number]% of employees for successful [Action].
10. Increased efficiency and team productivity by promoting adherence to operational best practices and company policies.
11. Facilitated inter-departmental communication to effectively provide customer support.
12. Trained staff on operating procedures and company services.
13. Responded to customer requests for products, services and company information.
14. Bolstered customer retention by creating and offering unique discount options and inspiring interest in new product lines.
15. Recorded actions taken, issues resolved and [Type] information to effectively manage customer accounts.
16. Educated customers about billing, payment processing and support policies and procedures.
17. Calculated correct order totals, updated accounts and maintained detailed records for inventory management.
18. Handled high-volume paperwork and collaborated with [Type] department to resolve invoicing and shipping problems.
19. Managed timely and effective replacement of damaged or missing products.
20. Provided onboarding and guidance to other sales representatives to meet sales goals while growing opportunities for [Type] business.