1. Pursued opportunities to boost company profile with customers by providing exceptional support.
2. Maintained accurate and current customer account data with manual forms processing and digital information updates.
3. Achieved sales targets regularly with solid promotional and cross-selling skills.
4. Evaluated customer information to explore issues, develop potential solutions and maintain high-quality service.
5. Tapped cultural knowledge and relationship-building skills to assist customers with explaining issues.
6. Entered customer interaction details in [Software] to track requests, document problems and record solutions offered.
7. Filled out [Type] forms and related documentation to assist callers with obtaining required services and resolving issues.
8. Managed numerous translation requests each day with positive and upbeat communication style to uncover and handle customer needs.
9. Tracked and expedited orders when necessary.
10. Conferred with customers about concerns with products or services to resolve problems and drive sales.
11. Described and explained details about over [Number] [Product or Service] options to inform customers and guide purchasing decisions.
12. Maintained expertise in business [Language] to help [Type] customers navigate company systems.
13. Answered up to [Number] calls per day in busy, fast-paced office for both English and [Type]-speaking customers.
14. Preserved revenue streams by utilizing strong communication and negotiation skills, offering refunds as last resort to maintain customer satisfaction.
15. Updated and maintained information in customer accounts for [Number] customers.
16. Collaborated with team members to increase call volume efficiency and improve processing outcomes.
17. Identified and responded to customer requests and concerns through email, online chat and phone for both English and [Type]-speaking customers.
18. Provided language translation and customer service skills to clients in [Industry] business sectors.
19. Processed orders, credits and tracked returns.
20. Upsold or cross-sold products and services when appropriate to fulfill customer needs or provide additional benefits.