* Offered advice and assistance to customers, paying attention to special needs or wants.
* Responded to customer requests for products, services and company information.
* Communicated with vendors regarding back order availability, future inventory and special orders.
* Provided primary customer support to internal and external customers in fast-paced environment.
* Liaised with customers, management and sales team to better understand customer needs and recommend appropriate solutions.
* Provided information to customers regarding [Company]'s charge card and loyalty program and helped to open and activate new accounts.
* Boosted sales revenue by skillfully promoting diverse [Product or Service] options.
* Maintained customer satisfaction with forward-thinking strategies focused on addressing customer needs and resolving concerns.
* Collected customer feedback and made process changes to exceed customer satisfaction goals [Number]%.
* Fielded customer questions regarding available merchandise, sales, current prices and upcoming company changes.
* Leveraged sales expertise to promote [Product or Service] and capitalize on upsell opportunities.
* Achieved and consistently exceeded revenue quota through product and service promotion during routine calls.
* Consulted with outside parties to resolve discrepancies and create effective solutions.
* Suggested new procedure to persuade cancelling customers to stay with company, resulting in [Number]% decrease in cancellations.
* Cultivated customer loyalty, promoted repeat customers and improved sales.
* Used company troubleshooting resolution tree to evaluate technical problems while leveraging personal expertise to find appropriate solutions.
* Educated customers on promotions to enhance sales.
* Preserved revenue streams by utilizing strong communication and negotiation skills, offering refunds as last resort to maintain customer satisfaction.
* Entered customer interaction details in [Software] to track requests, document problems and record solutions offered.
* Answered constant flow of customer calls with up to [Number] calls in queue per minute.