1. Conferred with customers about concerns with products or services to resolve problems and drive sales.
2. Coordinated timely responses to online customer communication and researched complex issues.
3. Updated customer accounts and system database with latest details to support accuracy and efficiency in future interactions.
4. Maintained accurate and current customer account data with manual forms processing and digital information updates.
5. Defused customer concerns with exceptional conflict and problem resolution skills.
6. Described and explained details about over [Number] [Product or Service] options to inform customers and guide purchasing decisions.
7. Logged call information and solutions provided into [Software] database.
8. Evaluated customer information to explore issues, develop potential solutions and maintain high-quality service.
9. Eliminated inefficiencies by educating and training new employees on best practices and customer care procedures.
10. Negotiated with [Number] vendors to achieve optimal pricing, saving $[Amount] per [Timeframe].
11. Increased customer satisfaction ratings by [Number]% by solving problems promptly and to customer expectations.
12. Minimized financial discrepancies by accurately analyzing report data and devising appropriate solutions.
13. Increased client retention by managing supplier deliveries around client needs.
14. Developed client rapport by promptly processing requests and resolving financial discrepancies.
15. Helped [Number] customers every [Timeframe] by approaching conversations with positive attitude and [Action].
16. Achieved long-term business objectives by analyzing customer feedback for process improvements.
17. Explained charges, fees, terms of sales and service agreements to over [Number] customers daily.
18. Preserved revenue streams by utilizing strong communication and negotiation skills, offering refunds as last resort to maintain customer satisfaction.
19. Entered customer interaction details in [Software] to track requests, document problems and record solutions offered.
20. Answered average of [Number] calls, emails and faxes per day, addressing customer inquiries, solving problems and providing product information.