1. Updated customer accounts and system database with latest details to support accuracy and efficiency in future interactions.
2. Conferred with customers about concerns with products or services to resolve problems and drive sales.
3. Defused customer concerns with exceptional conflict and problem resolution skills.
4. Maintained accurate and current customer account data with manual forms processing and digital information updates.
5. Coordinated timely responses to online customer communication and researched complex issues.
6. Maintained good call control to quickly uncover questions and keep call times low.
7. Assisted inbound callers with payment information and support by skillfully operating multiple administrative systems.
8. Evaluated customer information to explore issues, develop potential solutions and maintain high-quality service.
9. Contributed to continuous improvement team-wide by collecting data on calls and giving managers knowledgeable feedback.
10. Fielded inquiries via email, chat and text to offer immediate assistance with customers' needs.
11. Created knowledge-base articles and content to share new information with team members.
12. Followed up on outstanding issues to complete resolutions and maintain customer satisfaction.
13. Resolved service failures for [Type] customers, including coordinating return appointments and referrals to specialists.
14. Coordinated timely solutions to guests' issues by coordinating proactively with operations team.
15. Identified crisis calls and arranged for emergency assistance to resolve important problems such as [Type]s and [Type]s.
16. Reconciled cost of orders [Number]% by selling loyalty clubs, offering promotions and correcting issues.
17. Documented caller information in [Type] delivery system to initiate standard responses based on particular needs.
18. Analyzed paperwork to verify completeness and eligibility for requested products and services.
19. Maintained superior quality by reducing downtime to maximize customer support and meet revenue goals.
20. Helped customers through stressful times by giving expert help and building customized solutions for unique requirements.