1. Entered customer interaction details in [Software] to track requests, document problems and record solutions offered.
2. Collected customer feedback and made process changes to exceed customer satisfaction goals [Number]%.
3. Suggested new procedure to persuade cancelling customers to stay with company, resulting in [Number]% decrease in cancellations.
4. Used company troubleshooting resolution tree to evaluate technical problems while leveraging personal expertise to find appropriate solutions.
5. Provided primary customer support to internal and external customers in fast-paced environment.
6. Provided information to customers regarding [Company]'s charge card and loyalty program and helped to open and activate new accounts.
7. Recommended [Product or Service] to customers, thoroughly explaining details.
8. Regularly exceeded daily sales and product add-on quotas.
9. Maintained customer satisfaction with forward-thinking strategies focused on addressing customer needs and resolving concerns.
10. Evaluated account and service histories to identify trends, using data to mitigate future issues.
11. Preserved revenue streams by utilizing strong communication and negotiation skills, offering refunds as last resort to maintain customer satisfaction.
12. Educated customers on promotions to enhance sales.
13. Leveraged sales expertise to promote [Product or Service] and capitalize on upsell opportunities.
14. Responded to customer requests for products, services and company information.
15. Liaised with customers, management and sales team to better understand customer needs and recommend appropriate solutions.
16. Boosted sales revenue by skillfully promoting diverse [Product or Service] options.
17. Offered advice and assistance to customers, paying attention to special needs or wants.
18. Achieved and consistently exceeded revenue quota through product and service promotion during routine calls.
19. Answered customer telephone calls promptly to avoid on-hold wait times.
20. Communicated with vendors regarding back order availability, future inventory and special orders.