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. Evaluated customer information to explore issues, develop potential solutions and maintain high-quality service.
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. Entered customer data into company databases, including demographics and preferences.
7. Reduced spending by negotiating beneficial deals to secure ideal rates.
8. Defused customer concerns with exceptional conflict and problem resolution skills.
9. Increased client retention by managing supplier deliveries around client needs.
10. Recommended and upsold new products, resulting in [Number]% increase in revenue.
11. Explained charges, fees, terms of sales and service agreements to over [Number] customers daily.
12. Eliminated inefficiencies by educating and training new employees on best practices and customer care procedures.
13. Educated customers on promotions to enhance sales.
14. Assisted call-in customers with questions and orders.
15. Achieved and consistently exceeded revenue quota through product and service promotion during routine calls.
16. Streamlined operational efficiencies by managing accounts and contracts and processing system orders and cancellations.
17. Maintained superior quality by reducing downtime to maximize customer support and meet revenue goals.
18. Communicated with customers to assess and address individual needs, providing timely and quality support via [Type] systems.
19. Leveraged sales expertise to promote [Product or Service] and capitalize on upsell opportunities.
20. Developed client rapport by promptly processing requests and resolving financial discrepancies.