1. Updated customer accounts and system database with latest details to support accuracy and efficiency in future interactions.
2. Evaluated customer information to explore issues, develop potential solutions and maintain high-quality service.
3. Drove sales by educating customers about products and services.
4. Coordinated timely responses to online customer communication and researched complex issues.
5. Conferred with customers about concerns with products or services to resolve problems and drive sales.
6. Maintained [Number]% conversion rate on turning incoming calls into scheduled appointments with qualified [Job title]s.
7. Assisted marketing team on short-term and long-term promotional projects and provided regular updates on status and progress.
8. Maintained accurate and current customer account data with manual forms processing and digital information updates.
9. Delivered organizational development focused on business needs.
10. Defused customer concerns with exceptional conflict and problem resolution skills.
11. Entered customer interaction details in [Software] to track requests, document problems and record solutions offered.
12. Managed billing, service and account issues for [Industry] customers.
13. Reviewed and applied changes to customer account profiles in [Software].
14. Helped [Number] customers every [Timeframe] by approaching conversations with positive attitude and [Action].
15. Monitored phone, fax and electronic database systems for incoming customer inquiries.
16. Listened to customers' questions and concerns to provide answers or responses.
17. Directed team of [Number] supervisors and managers to enhance across-the-board customer support and better meet company service demands.
18. Created reporting tools to streamline service delivery and monitor accountability of team members.
19. Monitored expense compliance with approved budgetary goals.
20. Exceeded [Number]% quality goal by carefully applying scripts and personal knowledge to address and correct problems.