1. Coordinated timely responses to online customer communication and researched complex issues.
2. Defused customer concerns with exceptional conflict and problem resolution skills.
3. Conferred with customers about concerns with products or services to resolve problems and drive sales.
4. Maintained accurate and current customer account data with manual forms processing and digital information updates.
5. Updated customer accounts and system database with latest details to support accuracy and efficiency in future interactions.
6. Streamlined operational efficiencies by managing accounts and contracts and processing system orders and cancellations.
7. Developed client rapport by promptly processing requests and resolving financial discrepancies.
8. Evaluated customer information to explore issues, develop potential solutions and maintain high-quality service.
9. Reduced spending by negotiating beneficial deals to secure ideal rates.
10. Achieved [Number]% satisfaction rating through consistent, proactive resolutions of customer issues on first call.
11. Reconciled cost of orders [Number]% by selling loyalty clubs, offering promotions and correcting issues.
12. Recommended and upsold new products, resulting in [Number]% increase in revenue.
13. Logged call information and solutions provided into [Software] database.
14. Assisted call-in customers with questions and orders.
15. Addressed customer complaints and mitigated dissatisfaction by employing timely and effective solutions.
16. Leveraged sales expertise to promote [Product or Service] and capitalize on upsell opportunities.
17. Exceeded [Number]% quality goal by carefully applying scripts and personal knowledge to address and correct problems.
18. Built long-term, loyal customer relations by providing top-notch service and detailed order, account and service information.
19. Educated clients on account services and resolved client inquiries regarding statement information and account balances.
20. Coordinated logistics and verified equipment shipment pricing and availability.