1. Maintained accurate and current customer account data with manual forms processing and digital information updates.
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. Updated customer accounts and system database with latest details to support accuracy and efficiency in future interactions.
5. Coordinated timely responses to online customer communication and researched complex issues.
6. Leveraged sales expertise to promote [Product or Service] and capitalize on upsell opportunities.
7. Reconciled cost of orders [Number]% by selling loyalty clubs, offering promotions and correcting issues.
8. Evaluated customer information to explore issues, develop potential solutions and maintain high-quality service.
9. Maintained superior quality by reducing downtime to maximize customer support and meet revenue goals.
10. Developed client rapport by promptly processing requests and resolving financial discrepancies.
11. Achieved long-term business objectives by analyzing customer feedback for process improvements.
12. Achieved [Number]% satisfaction rating through consistent, proactive resolutions of customer issues on first call.
13. Built long-term, loyal customer relations by providing top-notch service and detailed order, account and service information.
14. Answered average of [Number] calls, emails and faxes per day, addressing customer inquiries, solving problems and providing product information.
15. Entered customer interaction details in [Software] to track requests, document problems and record solutions offered.
16. Recommended and upsold new products, resulting in [Number]% increase in revenue.
17. Minimized financial discrepancies by accurately analyzing report data and devising appropriate solutions.
18. Achieved and consistently exceeded revenue quota through product and service promotion during routine calls.
19. Eliminated inefficiencies by educating and training new employees on best practices and customer care procedures.
20. Maximized customer satisfaction by organizing [Product or Service] repairs, replacements and deliveries.