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. Evaluated customer information to explore issues, develop potential solutions and maintain high-quality service.
4. Conferred with customers about concerns with products or services to resolve problems and drive sales.
5. Coordinated timely responses to online customer communication and researched complex issues.
6. Communicated with customers to assess and address individual needs, providing timely and quality support via [Type] systems.
7. Streamlined operational efficiencies by managing accounts and contracts and processing system orders and cancellations.
8. Updated customer accounts and system database with latest details to support accuracy and efficiency in future interactions.
9. Maintained [Number]% conversion rate on turning incoming calls into scheduled appointments with qualified [Job title]s.
10. Explained charges, fees, terms of sales and service agreements to over [Number] customers daily.
11. Achieved and consistently exceeded revenue quota through product and service promotion during routine calls.
12. Logged call information and solutions provided into [Software] database.
13. Achieved long-term business objectives by analyzing customer feedback for process improvements.
14. Minimized financial discrepancies by accurately analyzing report data and devising appropriate solutions.
15. Developed client rapport by promptly processing requests and resolving financial discrepancies.
16. Assisted call-in customers with questions and orders.
17. Created customer profiles by answering questions and providing tailored experiences based on interests and agendas.
18. Maintained superior quality by reducing downtime to maximize customer support and meet revenue goals.
19. Negotiated with [Number] vendors to achieve optimal pricing, saving $[Amount] per [Timeframe].
20. Responded to customer needs through competent customer service and prompt problem-solving.