1. Defused customer concerns with exceptional conflict and problem resolution skills.
2. Built long-term, loyal customer relations by providing top-notch service and detailed order, account and service information.
3. Maintained accurate and current customer account data with manual forms processing and digital information updates.
4. Utilized exceptional communication to connect with customers, assess needs and present solutions.
5. Evaluated customer information to explore issues, develop potential solutions and maintain high-quality service.
6. Responded to customer inquiries via phone, email, and web-based platforms.
7. Updated customer accounts and system database with latest details to support accuracy and efficiency in future interactions.
8. Conferred with customers about concerns with products or services to resolve problems and drive sales.
9. Recommended and upsold new products, resulting in [Number]% increase in revenue.
10. Coordinated timely responses to online customer communication and researched complex issues.
11. Described and explained details about over [Number] [Product or Service] options to inform customers and guide purchasing decisions.
12. Requested escalation for unresolved issues.
13. Identified customer issues with products or services, investigated causes, and initiated resolutions.
14. Achieved [Number]% satisfaction rating through consistent, proactive resolutions of customer issues on first call.
15. Reconciled cost of orders [Number]% by selling loyalty clubs, offering promotions and correcting issues.