1. Evaluated customer information to explore issues, develop potential solutions and maintain high-quality service.
2. Coordinated timely responses to online customer communication and researched complex issues.
3. Defused customer concerns with exceptional conflict and problem resolution skills.
4. Conferred with customers about concerns with products or services to resolve problems and drive sales.
5. Updated customer accounts and system database with latest details to support accuracy and efficiency in future interactions.
6. Entered customer data into company databases, including demographics and preferences.
7. Monitored compliance risks while adhering to safety protocols.
8. Maintained accurate and current customer account data with manual forms processing and digital information updates.
9. Preserved revenue streams by utilizing strong communication and negotiation skills, offering refunds as last resort to maintain customer satisfaction.
10. Evaluated interactions between associates and customers to assess personnel performance and customer satisfaction.
11. Built long-term, loyal customer relations by providing top-notch service and detailed order, account and service information.
12. Negotiated with [Number] vendors to achieve optimal pricing, saving $[Amount] per [Timeframe].
13. Minimized financial discrepancies by accurately analyzing report data and devising appropriate solutions.
14. Achieved and consistently exceeded revenue quota through product and service promotion during routine calls.
15. Reconciled cost of orders [Number]% by selling loyalty clubs, offering promotions and correcting issues.
16. Wrote and proofed [Type] orders to reflect proper pricing and discounts.
17. Assisted call-in customers with questions and orders.
18. Explained charges, fees, terms of sales and service agreements to over [Number] customers daily.
19. Answered average of [Number] calls, emails and faxes per day, addressing customer inquiries, solving problems and providing product information.
20. Recommended and upsold new products, resulting in [Number]% increase in revenue.