1. Enhanced productivity by staying on top of call scripts and maintaining control over direction of conversations.
2. Evaluated customer information to explore issues, develop potential solutions and maintain high-quality service.
3. Sought out training opportunities to enhance customer relationship management abilities and further boost satisfaction scores.
4. Educated customers on company systems, form completion, and access to services.
5. Maintained accurate and current customer account data with manual forms processing and digital information updates.
6. Achieved and consistently exceeded revenue quota through product and service promotion during routine calls.
7. Assisted call-in customers with questions and orders.
8. Recommended products to customers and suggested other options if preferred product was unavailable.
9. Communicated professionally with colleagues, freelancers and clients.
10. Contacted clients to verify account information and maintain accuracy, resulting in [Number]% increase in client satisfaction.
11. Answered over [Number] calls per [Timeframe] to meet fast-paced call center demands.
12. Adapted to new applications and maintained knowledge of current technologies.
13. Addressed escalated customer service issues sent from [Type] and [Type] teams to save customer relationships.
14. Devised workaround solutions for [Type]-related issues, resulting in [Result].
15. Managed expectations and exhibited excellent follow-through related to [Task].
16. Demonstrated high attention to detail, organization, and ability to manage multiple tasks and projects simultaneously.
17. Provided primary customer support to internal and external customers in fast-paced environment.
18. Educated clients on account services and resolved client inquiries regarding statement information and account balances.
19. Contacted customers to return routine and general calls promptly.
20. Managed confidentiality without exception through [Action] and [Action].