1. Resolved customer complaints by determining cause of problem, selecting best solution and expediting correction or adjustment.
2. Answered live online chats to give quick answers and solve problems faster.
3. Developed and maintained knowledge of evolving products and services to accurately answer questions and make recommendations based on customer needs.
4. Assisted clients with product questions to facilitate online ordering process.
5. Processed orders, monitored back-orders, invoiced and followed shipping procedures to expedite online ordering process.
6. Helped customers navigate website to order [Product or Service] online for added convenience and access to larger inventory.
7. Troubleshot and resolved online ordering issues and concerns to promote seamless ordering process for customers.
8. Conducted [Timeframe] quality assurance reviews of website to maintain accuracy of online booking tool.
9. Maintained positive and professional attitude toward customers to foster positive experiences resulting in repeat online purchases.
10. Documented and updated customer records in [Software] to record interactions and facilitate follow-up.
11. Collected [Type] data using various research methods to broaden results and optimize marketing strategies.
12. Mentored and guided executive team during business development decision-making to optimize profitability, marketing strategy and communications planning.
13. Followed-up with online price quotes via email and phone to answer questions and close sales.
14. Monitored [Type] data and made adjustments to marketing campaigns, resulting in [Number]% increase in sales.
15. Responded to website and email inquiries within [Number] business days to maintain customer satisfaction and generate positive reviews.
16. Created documentation outlining research findings for use by project managers, customers and other marketing staff to make accurate decisions about future plans.
17. Exceeded sales goals [Number]% by effectively applying analyzed data to marketing campaigns and sharing data interdepartmentally.
18. Completed in-depth reviews of market conditions and customer preferences for [Type] products.
19. Studied demographic data to determine optimal targets, competitor offerings and tactics for persuasion.
20. Informed supervisors and company leaders on markets and regional sales needs to best meet customer needs and maximize revenue.