1. Assumed ownership over team productivity and managed work flow to meet or exceed quality service goals.
2. Trained and regularly mentored associates on performance-oriented strategies and customer service techniques.
3. Exceeded team goals and collaborated with staff members to implement customer service initiatives.
4. Conferred with sales teams and team leaders to communicate targets, boost revenue and improve promotional strategies.
5. Built partnerships with diverse internal teams and sales, finance and operations departments to streamline processes.
6. Boosted traceability initiatives by managing client correspondence, tracking records and utilizing data communications.
7. Devised and published metrics to measure organization's success in delivering world class customer service.
8. Reviewed repeated issues within operations and business management to solve problems and improve company outcomes.
9. Researched and corrected regular, advanced and long-standing customer concerns to promote company loyalty.
10. Assessed call center trends to identify improvement opportunities and devise forward-thinking approaches to better align processes with intended results.
11. Created customer support strategy for team of [Number] to increase [Type] customer retention by [Number]%.
12. Improved customer service initiatives by streamlining sales and order management processes.
13. Sustained continuous improvement by implementing customer interface management systems through telephone communication, email marketing, live chat services and social media.
14. Aided senior leadership during executive decision-making processes and generated daily reports to recommend corrective actions and improvements.
15. Achieved and consistently exceeded revenue quota through product and service promotion during routine calls.
16. Capitalized on $[Amount] in customer up-sell opportunities resulting in [Number]% increased revenues.
17. Consistently managed [Number]-person staff, effectively resolving issues, which resulted in top ranking out of [Number] teams.
18. Designed and implemented strategic business plans to achieve growth and sales goals while managing sales team and building long-lasting customer relationships.
19. Spearheaded customer satisfaction survey and analyzed results to make action plans.
20. Collaborated with [Job title] to improve customer service processes and support structures company-wide.