1. Exceeded team goals and collaborated with staff members to implement customer service initiatives.
2. Assessed call center trends to identify improvement opportunities and devise forward-thinking approaches to better align processes with intended results.
3. Devised and published metrics to measure organization's success in delivering world class customer service.
4. Built partnerships with diverse internal teams and sales, finance and operations departments to streamline processes.
5. Conferred with sales teams and team leaders to communicate targets, boost revenue and improve promotional strategies.
6. Capitalized on $[Amount] in customer up-sell opportunities resulting in [Number]% increased revenues.
7. Reviewed repeated issues within operations and business management to solve problems and improve company outcomes.
8. Trained and regularly mentored associates on performance-oriented strategies and customer service techniques.
9. Researched and corrected regular, advanced and long-standing customer concerns to promote company loyalty.
10. Assumed ownership over team productivity and managed work flow to meet or exceed quality service goals.
11. Consistently managed [Number]-person staff, effectively resolving issues, which resulted in top ranking out of [Number] teams.
12. Worked with marketing department to launch and manage promotional activities and campaigns.
13. Suggested new procedure to persuade cancelling customers to stay with company, resulting in [Number]% decrease in cancellations.
14. Contacted existing and prospective customers by phone or email on consistent basis, which resulted in regularly surpassing [Timeframe] sales targets.
15. Assisted organization with transitioning from paper invoicing to [Software] and point-of-sale systems, which resulted in overall efficiency.
16. Researched and observed emerging markets and market shifts, taking advantage of opportunities by identifying potential leads and new markets.
17. Developed documentation and logs of implemented solutions and generated and submitted [Timeframe] reports.
18. Designed and implemented strategic business plans to achieve growth and sales goals while managing sales team and building long-lasting customer relationships.
19. Completed special projects by using effective decision making, critical thinking and time management skills.
20. Followed through with client requests to resolve problems.