1. Conferred with customers about concerns with products or services to resolve problems and drive sales.
2. Provided basic technical support for clients on wide range of [Type] company products.
3. Helped [Number] customers every [Timeframe] by approaching conversations with positive attitude and [Action].
4. Counted cash drawers and deposits, checked supplies and completed any other required opening or closing task to facilitate smooth team operations.
5. Addressed customer complaints and mitigated dissatisfaction by employing timely and effective solutions.
6. Promoted company brand and unique offerings through personalized customer service.
7. Maintained accurate and current customer account data with manual forms processing and digital information updates.
8. Capitalized on upselling chances to achieve over $[Amount] in personal monthly revenue.
9. Provided primary customer support to internal and external customers in fast-paced environment.
10. Preserved revenue streams by utilizing strong communication and negotiation skills, offering refunds as last resort to maintain customer satisfaction.
11. Entered customer interaction details in [Software] to track requests, document problems and record solutions offered.
12. Educated customers on promotions to enhance sales.
13. Handled over [Number] calls per shift signing up new customers, retrieving customer data, presenting relevant product information and cancelling services.
14. Set up service appointments to handle advanced technical concerns at customer locations.
15. Collected customer feedback and made process changes to exceed customer satisfaction goals [Number]%.
16. Assisted call-in customers with questions and orders.
17. Evaluated account and service histories to identify trends, using data to mitigate future issues.
18. Suggested new procedure to persuade cancelling customers to stay with company, resulting in [Number]% decrease in cancellations.
19. Managed [Type] payments, updated account balances and discussed subsequent payments with customers to keep accounts on track.
20. Established and prepared accurate customers accounts to complete new purchases.