1. Evaluated account and service histories to identify trends, using data to mitigate future issues.
2. Regularly exceeded daily sales and product add-on quotas.
3. Offered advice and assistance to customers, paying attention to special needs or wants.
4. Liaised with customers, management and sales team to better understand customer needs and recommend appropriate solutions.
5. Answered customer telephone calls promptly to avoid on-hold wait times.
6. Recommended [Product or Service] to customers, thoroughly explaining details.
7. Provided information to customers regarding [Company]'s charge card and loyalty program and helped to open and activate new accounts.
8. Used company troubleshooting resolution tree to evaluate technical problems while leveraging personal expertise to find appropriate solutions.
9. Assisted customers with setting appointments, shipping and special order requests, and arranging merchandise pick-up at other locations.
10. Achieved and consistently exceeded revenue quota through product and service promotion during routine calls.
11. Cultivated customer loyalty, promoted repeat customers and improved sales.
12. Educated customers on promotions to enhance sales.
13. Communicated with vendors regarding back order availability, future inventory and special orders.
14. Collected customer feedback and made process changes to exceed customer satisfaction goals [Number]%.
15. Suggested new procedure to persuade cancelling customers to stay with company, resulting in [Number]% decrease in cancellations.
16. Fielded customer questions regarding available merchandise, sales, current prices and upcoming company changes.
17. Boosted sales revenue by skillfully promoting diverse [Product or Service] options.
18. Provided primary customer support to internal and external customers in fast-paced environment.
19. Consulted with outside parties to resolve discrepancies and create effective solutions.
20. Maintained customer satisfaction with forward-thinking strategies focused on addressing customer needs and resolving concerns.