1. Provided primary customer support to internal and external customers in fast-paced environment.
2. Drove team revenue totals by bringing in over $[Amount] in sales.
3. Educated customers on promotions to enhance sales.
4. Achieved and consistently exceeded revenue quota through product and service promotion during routine calls.
5. Communicated with vendors regarding back order availability, future inventory and special orders.
6. Maintained customer satisfaction with forward-thinking strategies focused on addressing customer needs and resolving concerns.
7. Assisted customers with setting appointments, shipping and special order requests, and arranging merchandise pick-up at other locations.
8. Entered customer interaction details in [Software] to track requests, document problems and record solutions offered.
9. Recommended [Product or Service] to customers, thoroughly explaining details.
10. Evaluated account and service histories to identify trends, using data to mitigate future issues.
11. Provided information to customers regarding [Company]'s charge card and loyalty program and helped to open and activate new accounts.
12. Leveraged sales expertise to promote [Product or Service] and capitalize on upsell opportunities.
13. Fielded customer questions regarding available merchandise, sales, current prices and upcoming company changes.
14. Liaised with customers, management and sales team to better understand customer needs and recommend appropriate solutions.
15. Offered advice and assistance to customers, paying attention to special needs or wants.
16. Collected customer feedback and made process changes to exceed customer satisfaction goals [Number]%.
17. Suggested new procedure to persuade cancelling customers to stay with company, resulting in [Number]% decrease in cancellations.
18. Answered customer telephone calls promptly to avoid on-hold wait times.
19. Answered constant flow of customer calls with up to [Number] calls in queue per minute.
20. Used company troubleshooting resolution tree to evaluate technical problems while leveraging personal expertise to find appropriate solutions.