1. Promptly responded to inquiries and requests from prospective customers.
2. Made [Number] sales calls weekly to existing and new customers for business growth.
3. Developed product demonstrations and presentations for customers.
4. Developed [Number] new strategies for customer retention activities for [Client name].
5. Adhered to appropriate legal scripting when required.
6. Recommended, selected and helped locate and obtain out-of-stock product based on customer requests.
7. Quickly and accurately answered customer questions, suggested effective solutions and resolved issues to increase customer satisfaction [Number]%.
8. Assisted customers by listening closely, finding solutions to problems and making recommendations based on extensive product knowledge.
9. Promoted available products and services to customers during service, account management and order calls.
10. Preserved revenue streams by utilizing strong communication and negotiation skills, offering refunds as last resort to maintain customer satisfaction.
11. Maintained up-to-date knowledge of product and service changes.
12. Implemented and developed customer service training processes.
13. Followed-through on all critical inter-departmental escalations to increase customer retention rates.
14. Created and maintained detailed database to develop promotional sales.
15. Calculated correct order totals, updated accounts and maintained detailed records for inventory management.
16. Forged and nurtured impactful relationships with customers to cultivate loyalty, boosting customer satisfaction ratings [Number]%.
17. Answered average of [Number] calls, emails and faxes per day, addressing customer inquiries, solving problems and providing product information.
18. Described and explained details about over [Number] [Product or Service] options to inform customers and guide purchasing decisions.
19. Met all customer call guidelines including service levels, handle time and productivity.
20. Resolved associate, tool and service delivery issues revealed by statistical reports.