* Responded to customer inquiries via phone, email, and web-based platforms.
* Increased efficiency and team productivity by promoting adherence to operational best practices and company policies.
* Offered internal and external customers first-rate customer service to maximize satisfaction and business success.
* Surpassed performance goals by approaching all interactions with resourcefulness, organization and customer-centric solutions.
* Retained accounts by addressing potential cancellations and offering catered solutions to maintain account status.
* Interfaced with airlines, shipping, trucking and related carriers to understand requirements and track shipments.
* Addressed various internal and external customer questions and concerns regarding shipments, billing, status, services, carriers and [Type] needs.
* Utilized databases, logs and [Type] sources to locate and verify information.
* Enhanced customer satisfaction ratings by resolving technical, on-site and account issues efficiently.
* Carried out opening and closing functions to meet operational needs underpinning strong customer service.
* Preserved revenue streams by utilizing strong communication and negotiation skills, offering refunds as last resort to maintain customer satisfaction.
* Took payment information and other pertinent information such as addresses and phone numbers to place orders.
* Collaborated with shipping department staff to facilitate smooth materials returns to correct vendors.
* Verified accuracy of customer account information and updated when necessary.
* Described and explained details about over [Number] [Product or Service] options to inform customers and guide purchasing decisions.
* Read, analyzed and interpreted complex procedures and regulations while drafting general correspondence to facilitate administrative processes.
* Assisted call-in customers with questions and orders.
* Initiated up-sell techniques to increase sales, boosting sales [Number]% in [Number] [Timeframe].
* Retained [Number]% of clients through changing atmospheres by quickly and professionally resolving customer issues.
* Built long-term, loyal customer relations by providing top-notch service and detailed order, account and service information.