1. Maintained customer satisfaction with forward-thinking strategies focused on addressing customer needs and resolving concerns.
2. Consulted with outside parties to resolve discrepancies and create effective solutions.
3. Boosted sales revenue by skillfully promoting diverse [Product or Service] options.
4. Assisted customers with setting appointments, shipping and special order requests, and arranging merchandise pick-up at other locations.
5. Drove team revenue totals by bringing in over $[Amount] in sales.
6. Communicated with vendors regarding back order availability, future inventory and special orders.
7. Evaluated account and service histories to identify trends, using data to mitigate future issues.
8. Cultivated customer loyalty, promoted repeat customers and improved sales.
9. Provided information to customers regarding [Company]'s charge card and loyalty program and helped to open and activate new accounts.
10. Leveraged sales expertise to promote [Product or Service] and capitalize on upsell opportunities.
11. Entered customer interaction details in [Software] to track requests, document problems and record solutions offered.
12. Answered constant flow of customer calls with up to [Number] calls in queue per minute.
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. Regularly exceeded daily sales and product add-on quotas.
16. Answered customer telephone calls promptly to avoid on-hold wait times.
17. Preserved revenue streams by utilizing strong communication and negotiation skills, offering refunds as last resort to maintain customer satisfaction.
18. Offered advice and assistance to customers, paying attention to special needs or wants.
19. Recommended [Product or Service] to customers, thoroughly explaining details.
20. Used company troubleshooting resolution tree to evaluate technical problems while leveraging personal expertise to find appropriate solutions.