1. Researched and corrected regular, advanced and long-standing customer concerns to promote company loyalty.
2. Conferred with sales teams and team leaders to communicate targets, boost revenue and improve promotional strategies.
3. Evaluated interactions between associates and customers to assess personnel performance and customer satisfaction.
4. Conducted training and mentored team members to promote productivity, accuracy and commitment to friendly service.
5. Exceeded team goals and collaborated with staff members to implement customer service initiatives.
6. Supervised day-to-day customer service operations to provide staff with guidance and drive productivity.
7. Led process improvement and problem-solving efforts to create standard procedures and escalation policy for customer support team.
8. Established and updated work schedules to account for changing staff levels and expected workloads.
9. Managed [Type] files and records for [Number] clients and adhered to safety procedures to prevent breaches and data misuse.
10. Supervised [Number] [Job title]s in providing excellent customer service to callers requiring assistance for [Type] and [Type] issues.
11. Monitored metrics and developed actionable insights to improve efficiency and performance.
12. Created customer support strategy for team of [Number] to increase [Type] customer retention by [Number]%.
13. Coordinated individual duties after careful evaluation of each [Job title]'s skill level and knowledge, which increased productivity by [Number]%.
14. Interceded between [Job title]s during arguments and diffused tense situations by employing [Skill] and [Skill].
15. Compiled and analyzed customer feedback data to develop new strategies and corrective action.
16. Helped employees with day-to-day work and complex problems by applying motivational and analytical strategies.
17. Prepared daily [Type] and [Type] reports to assist business leaders with key decision making and strategic operational planning.
18. Resolved [Type] and [Type] issues to build rapport and relationships with clients.
19. Capitalized on $[Amount] in customer up-sell opportunities resulting in [Number]% increased revenues.
20. Measured customer support success with clear metrics to attain [Number]% of [Timeframe] goal.