1. Exceeded team goals and collaborated with staff members to implement customer service initiatives.
2. Reviewed repeated issues within operations and business management to solve problems and improve company outcomes.
3. Assessed call center trends to identify improvement opportunities and devise forward-thinking approaches to better align processes with intended results.
4. Researched and corrected regular, advanced and long-standing customer concerns to promote company loyalty.
5. Trained and regularly mentored associates on performance-oriented strategies and customer service techniques.
6. Sustained continuous improvement by implementing customer interface management systems through telephone communication, email marketing, live chat services and social media.
7. Assumed ownership over team productivity and managed work flow to meet or exceed quality service goals.
8. Conferred with sales teams and team leaders to communicate targets, boost revenue and improve promotional strategies.
9. Built partnerships with diverse internal teams and sales, finance and operations departments to streamline processes.
10. Devised and published metrics to measure organization's success in delivering world class customer service.
11. Collaborated with [Job title] to improve customer service processes and support structures company-wide.
12. Contacted existing and prospective customers by phone or email on consistent basis, which resulted in regularly surpassing [Timeframe] sales targets.
13. Drove [Number]% increase in customer traffic and [Number]% increase in [Type] sales.
14. Collected customer feedback and made process changes to exceed customer satisfaction goals [Number]%.
15. Spearheaded customer satisfaction survey and analyzed results to make action plans.
16. Created customer support strategy for team of [Number] to increase [Type] customer retention by [Number]%.
17. Suggested new procedure to persuade cancelling customers to stay with company, resulting in [Number]% decrease in cancellations.
18. Coordinated resolutions for more than [Number] daily customer inquiries while consistently achieving performance targets.
19. Improved customer service initiatives by streamlining sales and order management processes.
20. Consistently managed [Number]-person staff, effectively resolving issues, which resulted in top ranking out of [Number] teams.