1. Boosted sales revenue by skillfully promoting diverse [Product or Service] options.
2. Recommended [Product or Service] to customers, thoroughly explaining details.
3. Provided primary customer support to internal and external customers in fast-paced environment.
4. Assisted customers with setting appointments, shipping and special order requests, and arranging merchandise pick-up at other locations.
5. Answered constant flow of customer calls with up to [Number] calls in queue per minute.
6. Fielded customer questions regarding available merchandise, sales, current prices and upcoming company changes.
7. Communicated with vendors regarding back order availability, future inventory and special orders.
8. Leveraged sales expertise to promote [Product or Service] and capitalize on upsell opportunities.
9. Provided information to customers regarding [Company]'s charge card and loyalty program and helped to open and activate new accounts.
10. Offered advice and assistance to customers, paying attention to special needs or wants.
11. Used company troubleshooting resolution tree to evaluate technical problems while leveraging personal expertise to find appropriate solutions.
12. Collected customer feedback and made process changes to exceed customer satisfaction goals [Number]%.
13. Educated customers on promotions to enhance sales.
14. Liaised with customers, management and sales team to better understand customer needs and recommend appropriate solutions.
15. Responded to customer requests for products, services and company information.
16. Evaluated account and service histories to identify trends, using data to mitigate future issues.
17. Answered customer telephone calls promptly to avoid on-hold wait times.
18. Entered customer interaction details in [Software] to track requests, document problems and record solutions offered.
19. Preserved revenue streams by utilizing strong communication and negotiation skills, offering refunds as last resort to maintain customer satisfaction.
20. Regularly exceeded daily sales and product add-on quotas.