1. Provided sellers with accurate information concerning platform policies for sales, database issues and listing inaccuracies.
2. Assisted sellers with platform requirements for renewals and upgrades.
3. Issued credits for contested returns, shipping fees and damaged merchandise.
4. Communicated with vendors regarding back order availability, future inventory and special orders.
5. Researched [Program] system for customer inquiries, product descriptions and specifications.
6. Liaised between corporate decision-makers and sellers on issues involving fees, prohibited items and gating.
7. Entered customer interaction details in [Software] to track requests, document problems and record solutions offered.
8. Adhered to quality and time-sensitive call center metrics when answering inbound phone and chat correspondence from platform sellers.
9. Provided primary customer support to internal and external customers in fast-paced environment.
10. Responded to customer requests for products, services and company information.
11. Displayed flexibility and ability to adapt to quarterly policy changes and database re-organization.
12. Demonstrated computer skills for data entry and answered broad variety of e-commerce inquiries.
13. Recommended [Product or Service] to customers, thoroughly explaining details.
14. Educated customers on promotions to enhance sales.
15. Consulted with outside parties to resolve discrepancies and create effective solutions.
16. Provided seller support on refunds, posted feedback and policy changes.
17. Fielded customer questions regarding available merchandise, sales, current prices and upcoming company changes.
18. Answered customer telephone calls promptly to avoid on-hold wait times.
19. Leveraged sales expertise to promote [Product or Service] and capitalize on upsell opportunities.
20. Answered questions regarding seller inventory, shipping, payments and buyer complaints.