1. Recommended potential products or services by collecting customer information and analyzing customer needs.
2. Provided excellent customer service by efficiently resolving issues and responding to inquiries.
3. Established and monitored customer service standards by employing recognized and comprehensive benchmarks.
4. Maintained consistent communication with leadership team to manage customer service effectiveness by monitoring performance and assessing metrics.
5. Built strong relationships with field operations team to support business development opportunities and improve service.
6. Evaluated customer information to explore issues, develop potential solutions and maintain high-quality service.
7. Updated customer accounts and system database with latest details to support accuracy and efficiency in future interactions.
8. Maintained accurate and current customer account data with manual forms processing and digital information updates.
9. Coordinated timely responses to online customer communication and researched complex issues.
10. Defused customer concerns with exceptional conflict and problem resolution skills.
11. Hosted forums for current and prospective customers to share concerns, thoughts and ideas.
12. Reviewed and applied changes to customer account profiles in [Software].
13. Conferred with customers about concerns with products or services to resolve problems and drive sales.
14. Delegated [Task] and [Task] to administrative support staff to organize and improve office efficiency.
15. Devised recommendations to streamline and simplify customer support system, improving response time by [Number]% and reducing [Timeframe] operating costs by [Number]% .
16. Obtained signatures for financial documents and invoices.
17. Responded to disruptive events using crisis management techniques to offer corrective solutions and maximize customer satisfaction.
18. Maintained financial accounts by processing customer adjustments.
19. Monitored phone, fax and electronic database systems for incoming customer inquiries.
20. Audited customer support procedures and collaborated regionally to promote standardization across all offices.