1. Delivered exceptional customer service by prioritizing emergency issues and developing and employing workarounds to solve problems expeditiously.
2. Documented customer interactions in computer system and assisted cross-functionally with billing and technical support to deliver high-quality customer service.
3. Participated in ongoing training to learn new products and enhance skills to optimize customer support delivery.
4. Supported customer questions and issues by gathering data, analyzing needs, evaluating possible resolutions and implementing best solutions.
5. Shared strategic insights with interdepartmental teams regarding customer experience and service-related trends to improve service delivery.
6. Provided primary customer support to internal and external customers in fast-paced environment.
7. Suggested new procedure to persuade cancelling customers to stay with company, resulting in [Number]% decrease in cancellations.
8. Recommended solutions to complex situations through research and critical thinking and escalated customer to supervisor for enhanced support.
9. Answered customer telephone calls promptly to avoid on-hold wait times.
10. Offered advice and assistance to customers, paying attention to special needs or wants.
11. Cultivated customer loyalty, promoted repeat customers and improved sales.
12. Consulted with outside parties to resolve discrepancies and create effective solutions.
13. Fielded customer questions regarding available merchandise, sales, current prices and upcoming company changes.
14. Evaluated account and service histories to identify trends, using data to mitigate future issues.
15. Answered constant flow of customer calls with up to [Number] calls in queue per minute.
16. Used company troubleshooting resolution tree to evaluate technical problems while leveraging personal expertise to find appropriate solutions.
17. Provided information to customers regarding [Company]'s charge card and loyalty program and helped to open and activate new accounts.
18. Leveraged sales expertise to promote [Product or Service] and capitalize on upsell opportunities.
19. Assisted customers with setting appointments, shipping and special order requests, and arranging merchandise pick-up at other locations.
20. Entered customer interaction details in [Software] to track requests, document problems and record solutions offered.