1. Maintained accurate and current customer account data with manual forms processing and digital information updates.
2. Achieved and consistently exceeded revenue quota through product and service promotion during routine calls.
3. Evaluated customer information to explore issues, develop potential solutions and maintain high-quality service.
4. Preserved revenue streams by utilizing strong communication and negotiation skills, offering refunds as last resort to maintain customer satisfaction.
5. Conferred with customers about concerns with products or services to resolve problems and drive sales.
6. Served customer account and technical needs across [Number]+ daily calls, consistently meeting productivity and quality targets.
7. Entered customer interaction details in [Software] to track requests, document problems and record solutions offered.
8. Collected vital information to support company and associates through interviews and data analysis.
9. Leveraged consultative approach to gather customer details and technical data.
10. Gathered and reviewed [Type] and [Type] information to generate [Timeframe] management reports and support team decision making.
11. Described and explained details about over [Number] [Product or Service] options to inform customers and guide purchasing decisions.
12. Helped [Number] customers every [Timeframe] by approaching conversations with positive attitude and [Action].
13. Evaluated customer issues and caller trends to determine areas in need of improvement and implement proactive corrections.
14. Multitasked to handle diverse customer needs in high-volume [Type] setting, prioritizing tasks to keep up with challenging deadlines.
15. Maintained [Number]% success rate on first-call resolutions, escalating complex concerns to supervisors or field personnel to achieve necessary support.
16. Responded to customer requests for products, services and company information.
17. Evaluated account and service histories to identify trends, using data to mitigate future issues.
18. Provided primary customer support to internal and external customers in fast-paced environment.
19. Regularly exceeded daily sales and product add-on quotas.
20. Completed [Number] new orders per day with [Number]% accuracy and consistently high customer satisfaction scores.