1. Educated customers about product terminology, features and benefits to improve sales and customer satisfaction.
2. Incorporated cross-selling, up-selling and add-ons and offered promotional items to increase sales [Number]%.
3. Resolved complaints efficiently to satisfy customers and encourage future transactions.
4. Generated new and repeat sales by offering timely product, service and technical information.
5. Asked fact-finding questions to determine customer needs and expectations and recommended specific products and solutions.
6. Fielded customer questions regarding available merchandise, sales, current prices and upcoming company changes.
7. Assisted [Number] customers in average [Timeframe] by answering questions, responding to inquiries and handling telephone requests.
8. Achieved and consistently exceeded revenue quota through product and service promotion during routine calls.
9. Reduced downtime to support quality control, boost revenue and complete projects on time and under budget.
10. Reached out to customers after completed sales to suggest additional service or product purchases and inquire about needs or concerns.
11. Contacted customers after sales process to drive ongoing customer satisfaction and resolve issues and complaints.
12. Maintained organized and secure customer files to facilitate customer support and follow-up.
13. Monitored scheduled shipment dates to promote timely product delivery and increase customer satisfaction.
14. Furnished accurate product information and shipping instructions and offered alternatives for out-of-stock items to support customer buying decisions.
15. Preserved revenue streams by utilizing strong communication and negotiation skills, offering refunds as last resort to maintain customer satisfaction.
16. Built long-term, loyal customer relations by providing top-notch service and detailed order, account and service information.
17. Processed customer order, quote and return transactions and offered additional products and services to increase revenue.
18. Offered technical support for online purchases and helped customer navigate website to facilitate buying process.
19. Answered phone with friendly greeting to create positive inbound calling experience for customers.
20. Evaluated customer information to explore issues, develop potential solutions and maintain high-quality service.