1. Handled over [Number] calls per shift signing up new customers, retrieving customer data, presenting relevant product information and cancelling services.
2. Resolved [Type] issues over phone with [Number] customers daily.
3. Met all customer call guidelines including service levels, handle time and productivity.
4. Investigated and resolved accounting, service and delivery concerns.
5. Assisted customers by listening closely, finding solutions to problems and making recommendations based on extensive product knowledge.
6. Processed [Number] invoices each [Timeframe] and mailed documentation to clients.
7. Performed data entry with [Software] to record call notes, suggestions and questions.
8. Promoted superior experience by addressing customer concerns, demonstrating empathy and resolving problems swiftly.
9. Resolved associate, tool and service delivery issues revealed by statistical reports.
10. Reviewed order data on [Timeframe] basis to verify transactions and shipping dates.
11. Maintained up-to-date knowledge of product and service changes.
12. Provided ongoing guest service, including [Product or Service] advice.
13. Promptly responded to inquiries and requests from prospective customers.
14. Surpassed sales goals through implementation of effective marketing strategies.
15. Facilitated inter-departmental communication to effectively provide customer support.
16. Suggested new procedure to persuade cancelling customers to stay with company, resulting in [Number]% decrease in cancellations.
17. Recommended, selected and helped locate and obtain out-of-stock product based on customer requests.
18. Liaised with sales, marketing and management teams to develop solutions and accomplish shared objectives.
19. Created and maintained detailed database to develop promotional sales.
20. Recommended [Product or Service] to customers, thoroughly explaining details.