1. Reviewed repeated issues within operations and business management to solve problems and improve company outcomes.
2. Conferred with sales teams and team leaders to communicate targets, boost revenue and improve promotional strategies.
3. Assessed call center trends to identify improvement opportunities and devise forward-thinking approaches to better align processes with intended results.
4. Built partnerships with diverse internal teams and sales, finance and operations departments to streamline processes.
5. Assumed ownership over team productivity and managed work flow to meet or exceed quality service goals.
6. Developed documentation and logs of implemented solutions and generated and submitted [Timeframe] reports.
7. Trained and regularly mentored associates on performance-oriented strategies and customer service techniques.
8. Devised and published metrics to measure organization's success in delivering world class customer service.
9. Researched and corrected regular, advanced and long-standing customer concerns to promote company loyalty.
10. Exceeded team goals and collaborated with staff members to implement customer service initiatives.
11. Resolved customer complaints while prioritizing customer satisfaction and loyalty.
12. Sustained continuous improvement by implementing customer interface management systems through telephone communication, email marketing, live chat services and social media.
13. Capitalized on $[Amount] in customer up-sell opportunities resulting in [Number]% increased revenues.
14. Created customer support strategy for team of [Number] to increase [Type] customer retention by [Number]%.
15. Collaborated with [Job title] to improve customer service processes and support structures company-wide.
16. Supervised employees and assessed performances to determine training needs and define accurate plans for decreasing process lags.
17. Boosted traceability initiatives by managing client correspondence, tracking records and utilizing data communications.
18. Improved customer service initiatives by streamlining sales and order management processes.
19. Designed and implemented strategic business plans to achieve growth and sales goals while managing sales team and building long-lasting customer relationships.
20. Consistently managed [Number]-person staff, effectively resolving issues, which resulted in top ranking out of [Number] teams.