1. Provided basic technical support for clients on wide range of [Type] company products.
2. Effectively communicated with customers about account changes, new [Type] products or services and potential [Type] upgrades.
3. Promoted available products and services to customers during service, account management and order calls.
4. Described and explained details about over [Number] [Product or Service] options to inform customers and guide purchasing decisions.
5. Facilitated [Type] orders and completed accurate to meet aggressive deadlines.
6. Assessed caller accounts to determine [Type] benefits, identify service needs and resolve issues.
7. Improved overall efficiency [Number]% by anticipating needs and providing outstanding support.
8. Worked with vendors to schedule more than [Number] daily pickups and [Number] weekly deliveries.
9. Educated customers about billing, payment processing and support policies and procedures.
10. Evaluated customer information to explore issues, develop potential solutions and maintain high-quality service.
11. Directed incoming calls to internal personnel and departments, routing to best-qualified department.
12. Bolstered customer retention by creating and offering unique discount options and inspiring interest in new product lines.
13. Recommended, selected and helped locate and obtain out-of-stock product based on customer requests.
14. Handled over [Number] calls per shift signing up new customers, retrieving customer data, presenting relevant product information and cancelling services.
15. Resolved associate, tool and service delivery issues revealed by statistical reports.
16. Preserved revenue streams by utilizing strong communication and negotiation skills, offering refunds as last resort to maintain customer satisfaction.
17. Improved sales abilities and product knowledge on continuous basis to provide optimal service and achieve quotas.
18. Fielded customer questions regarding available merchandise, sales, current prices and upcoming company changes.
19. Contributed to annual store sales of $[Amount] per [Timeframe].
20. Provided onboarding and guidance to other sales representatives to meet sales goals while growing opportunities for [Type] business.