1. Managed caseload of up to [Number] individuals and families.
2. Maintained accurate records and full compliance with government regulations and agency guidelines.
3. Developed productive working relationships with numerous community resources, including churches, schools, government agencies and charitable organizations.
4. Designed individualized service plans that took into account clients' goals and preferences.
5. Initiated contact with appropriate service providers to request referrals and followed up to confirm appointments.
6. Conferred with customers about concerns with products or services to resolve problems and drive sales.
7. Scheduled appointment to resolve more complex issues.
8. Maintained accurate and current customer account data with manual forms processing and digital information updates.
9. Surpassed performance goals by approaching all interactions with resourcefulness, organization and customer-centric solutions.
10. Evaluated customer information to explore issues, develop potential solutions and maintain high-quality service.
11. Described and explained details about over [Number] [Product or Service] options to inform customers and guide purchasing decisions.
12. Provided information about company products and services, and capitalized on upsell opportunities.
13. Boosted sales revenue by skillfully promoting diverse [Product or Service] options.
14. Upheld client satisfaction by designing accurate and detailed timelines for [Type] services and alerting clients of changes.
15. Maintained productivity and quality standards at all times.
16. Maintained effective customer service by responding to service requests quickly to increase overall sales by [Number]%.
17. Maintained customer satisfaction with forward-thinking strategies focused on addressing customer needs and resolving concerns.
18. Achieved and consistently exceeded revenue quota through product and service promotion during routine calls.
19. Operated in dynamic, high-volume environments to provide skilled assistance to more than [Number] customers each day.
20. Collaborated across cardiovascular sales organization to identify business opportunities, increasing revenues over [Number]%.