1. Helped customers navigate website to order [Product or Service] online for added convenience and access to larger inventory.
2. Documented and updated customer records in [Software] to record interactions and facilitate follow-up.
3. Assisted clients with product questions to facilitate online ordering process.
4. Responded to website and email inquiries within [Number] business days to maintain customer satisfaction and generate positive reviews.
5. Maintained positive and professional attitude toward customers to foster positive experiences resulting in repeat online purchases.
6. Processed orders, monitored back-orders, invoiced and followed shipping procedures to expedite online ordering process.
7. Troubleshot and resolved online ordering issues and concerns to promote seamless ordering process for customers.
8. Followed-up with online price quotes via email and phone to answer questions and close sales.
9. Answered live online chats to give quick answers and solve problems faster.
10. Resolved customer complaints by determining cause of problem, selecting best solution and expediting correction or adjustment.
11. Resolved associate, tool and service delivery issues revealed by statistical reports.
12. Collaborated with staff members to enhance customer service experience and exceed team goals through effective client satisfaction rates.
13. Conducted [Timeframe] quality assurance reviews of website to maintain accuracy of online booking tool.
14. Trained new personnel regarding company operations, policies and services.
15. Developed and maintained knowledge of evolving products and services to accurately answer questions and make recommendations based on customer needs.
16. Maintained up-to-date knowledge of product and service changes.
17. Delivered exceptional customer service to every customer by leveraging extensive knowledge of products and services and creating welcoming, positive experiences.
18. Developed, updated and organized [Software] databases to handle customer and [Type] data.
19. Evaluated customer information to explore issues, develop potential solutions and maintain high-quality service.
20. Used consultative sales approach to understand customer needs and recommend relevant offerings.