1. Developed and maintained knowledge of evolving products and services to accurately answer questions and make recommendations based on customer needs.
2. Troubleshot and resolved online ordering issues and concerns to promote seamless ordering process for customers.
3. Assisted clients with product questions to facilitate online ordering process.
4. Conducted [Timeframe] quality assurance reviews of website to maintain accuracy of online booking tool.
5. Followed-up with online price quotes via email and phone to answer questions and close sales.
6. Maintained positive and professional attitude toward customers to foster positive experiences resulting in repeat online purchases.
7. Documented and updated customer records in [Software] to record interactions and facilitate follow-up.
8. Processed orders, monitored back-orders, invoiced and followed shipping procedures to expedite online ordering process.
9. Resolved customer complaints by determining cause of problem, selecting best solution and expediting correction or adjustment.
10. Responded to website and email inquiries within [Number] business days to maintain customer satisfaction and generate positive reviews.
11. Facilitated inter-departmental communication to effectively provide customer support.
12. Educated customers about billing, payment processing and support policies and procedures.
13. Helped customers navigate website to order [Product or Service] online for added convenience and access to larger inventory.
14. Developed highly empathetic client relationships and earned reputation for exceeding service standard goals.
15. Answered live online chats to give quick answers and solve problems faster.
16. Facilitated [Type] orders and completed accurate to meet aggressive deadlines.
17. Promoted superior experience by addressing customer concerns, demonstrating empathy and resolving problems swiftly.
18. Resolved [Type] issues over phone with [Number] customers daily.
19. Monitored cash drawers in multiple checkout stations and maintained adequate cash supply.
20. Handled high-volume paperwork and collaborated with [Type] department to resolve invoicing and shipping problems.