1. Conferred with sales teams and team leaders to communicate targets, boost revenue and improve promotional strategies.
2. Assessed call center trends to identify improvement opportunities and devise forward-thinking approaches to better align processes with intended results.
3. Reviewed repeated issues within operations and business management to solve problems and improve company outcomes.
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. Increased customer retention by developing and offering unique discount options while driving interest in new product lines.
7. Researched and corrected regular, advanced and long-standing customer concerns to promote company loyalty.
8. Devised and published metrics to measure organization's success in delivering world class customer service.
9. Exceeded team goals and collaborated with staff members to implement customer service initiatives.
10. Trained and regularly mentored associates on performance-oriented strategies and customer service techniques.
11. Assisted organization with transitioning from paper invoicing to [Software] and point-of-sale systems, which resulted in overall efficiency.
12. Managed department call volume of [Number] calls per day and coordinated department schedules to maximize coverage during peak hours.
13. Researched and observed emerging markets and market shifts, taking advantage of opportunities by identifying potential leads and new markets.
14. Sustained continuous improvement by implementing customer interface management systems through telephone communication, email marketing, live chat services and social media.
15. Spearheaded customer satisfaction survey and analyzed results to make action plans.
16. Aided senior leadership during executive decision-making processes and generated daily reports to recommend corrective actions and improvements.
17. Broadened strategic business plans to promote growth and sales goals while managing [Number] [Job Title]s and building long-lasting customer relationships.
18. Drove [Number]% increase in customer traffic and [Number]% increase in [Type] sales.
19. Followed through with client requests to resolve problems.
20. Worked with marketing department to launch and manage promotional activities and campaigns.