1. Provided primary customer support to internal and external customers in fast-paced environment.
2. Communicated with vendors regarding back order availability, future inventory and special orders.
3. Answered customer telephone calls promptly to avoid on-hold wait times.
4. Recommended [Product or Service] to customers, thoroughly explaining details.
5. Fielded customer questions regarding available merchandise, sales, current prices and upcoming company changes.
6. Adhered to safety protocols and policies to reduce workplace hazards.
7. Preserved revenue streams by utilizing strong communication and negotiation skills, offering refunds as last resort to maintain customer satisfaction.
8. Achieved and consistently exceeded revenue quota through product and service promotion during routine calls.
9. Liaised with customers, management and sales team to better understand customer needs and recommend appropriate solutions.
10. Educated customers on promotions to enhance sales.
11. Gained knowledge of standard equipment, including manufacturer repair guidelines.
12. Diagnosed and troubleshot problems, repairing and restoring machines to peak performance.
13. Serviced [Type] equipment for expedient repair and minimal downtime.
14. Performed maintenance duties and safely handled chemicals and solutions.
15. Streamlined [Type] repair processes to minimize day-to-day downtime and increase overall productivity.
16. Explained diagnostic findings to customers and outlined repair or service options.
17. Documented all changes and actions in computer-based tracking system.
18. Developed detailed maintenance schedules for [Type] equipment to maximize equipment lifetimes.
19. Demonstrated increased knowledge of company products and equipment.
20. Facilitated maintenance team training procedures to align with company standards.