1. Suggested add-on services that would be helpful to customers and improve bottom line.
2. Capitalized on $[Amount] in customer up-sell opportunities resulting in [Number]% increased revenues.
3. Escalated incidents to next level to remain compliant with company's standards and procedures.
4. Pleasantly greeted customers and asked open-ended questions to better determine needs.
5. Developed documentation and logs of implemented solutions and generated and submitted [Timeframe] reports.
6. Provided ongoing guest service, including [Product or Service] advice.
7. Followed-through on all critical inter-departmental escalations to increase customer retention rates.
8. Led process improvement and problem-solving efforts to create standard procedures and escalation policy for customer support team.
9. Recorded actions taken, issues resolved and [Type] information to effectively manage customer accounts.
10. Handled customer issues with confidence, using [Skill] to provide effective resolution.
11. Scored in top [Number]% of employees for successful [Action].
12. Provided excellent customer care by responding to requests, assisting with product selection and handling ordering functions.
13. Promptly responded to inquiries and requests from prospective customers.
14. Drove team revenue totals by bringing in over $[Amount] in sales.
15. Handled over [Number] calls per shift signing up new customers, retrieving customer data, presenting relevant product information and cancelling services.
16. Liaised with customers, management and sales team to better understand customer needs and recommend appropriate solutions.
17. Cross-trained and backed up other customer service managers.
18. Educated customers about billing, payment processing and support policies and procedures.
19. Trained new personnel regarding company operations, policies and services.
20. Managed timely and effective replacement of damaged or missing products.