1. Trained [Number] less-skilled service workers on standards, efficiency and conflict resolution for best-in-class customer service.
2. Monitored product quality and communicated necessary improvements to [Job title].
3. Planned and implemented solutions for technical problems such as [Type] and [Type].
4. Met with customers to discuss service needs and develop effective and practical solutions.
5. Maintained team productivity and quality of service by establishing and maintaining clear benchmarks.
6. Promoted brands of [Type] equipment, increasing sales [Number]% and maximizing overall revenue.
7. Developed enhanced solutions for [Area] and [Area] to significantly improve customer feedback.
8. Guided techs on automotive repair, tool usage and equipment operation.
9. Developed written plans and obtained customer consent to proceed.
10. Reduced poor quality ratings by [Number]% by [Action] and [Action].
11. Monitored team performance, adhered to service level agreements (SLAs) and provided detailed job training.
12. Handled over $[Amount] in rental and purchase payments daily with [Number]% accuracy.
13. Hired and trained new [Type] workers to improve efficiency of department and cultivate productive work atmosphere.
14. Kept rental records in [Software], accurately detailing customer information, payment processes and equipment conditions.
15. Efficiently assisted service workers with problematic transactions to maintain customer satisfaction and quickly rectify issues.
16. Oversaw team of service professionals focused on [Area].
17. Maintained effective customer service by responding to service requests quickly to increase overall sales by [Number]%.
18. Updated existing customers on new products, updated services and changes in accounts to maintain good rapport and increase sales [Number]%.
19. Oversaw implementation of [Type] and [Type] service campaigns.
20. Worked with customers to educate and inform on [Product or service], effectively closing over [Number] deals.