

Common Sense Solutions

Teresa Allen



TERESA ALLEN is owner of **Common Sense Solutions**, a national training and consulting firm focused on bringing common sense solutions to business and life!

An internationally recognized customer service expert, Teresa has been presenting her highly acclaimed customer service keynotes and training programs across the U.S. and abroad for over twenty years.



Teresa is author of ***Common Sense Service: Close Encounters on the Front Lines***, and is the co-author of ***The Service Path: Your Roadmap for Building Strong Customer Loyalty***.

Teresa has been nominated for four consecutive years as one of the **Top 5 Customer Service & Sales Speakers** in the U.S. In 2014, Teresa was named one of the **Top 30 Customer Service Professionals by Global Gurus**, one of the **Top 30 Engagement Thought Leaders** by Customer Edge/SAP and one of the **Top 30 Contact Center Thought Leaders** on Twitter by ICMI. Teresa is a two time recipient of the ASTD Professional Trainer of the Year Award.

A native of Chicago, Illinois, Teresa Allen attended **Miami University in Oxford, Ohio** where she obtained her **B.S. in Business Administration with a degree in Marketing**. She enjoyed a highly successful sales career with both national corporations and local businesses for over ten years prior to forming her training and consulting firm. During this time, Teresa was also a corporate trainer and was recognized for developing innovative customer service and sales training for her clients.

In addition to speaking and training, Teresa has appeared in several **motion pictures**, has served as **guest host of local television programming**, and has authored business articles in regional, national and international publications. Teresa's ***Get Common Sense*** customer service blog is **syndicated by Customer Think, B2B, and Small Biz Club sponsored by Office Depot**.

Teresa and her husband David have been married for over 30 years and have two grown daughters. They share a love for their adopted home of Louisiana where Teresa is a past queen of Mardi Gras. Teresa loves to travel, plays golf, enjoys water aerobics, and plays keyboards in a praise band. An obsessive life-long learner, Teresa loves to research the latest trends in business to share with thousands of followers on social media channels.

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Teresa is the perfect speaker for your event!*

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