

# Common Sense Solutions

Teresa Allen



**TERESA ALLEN** is intently focused on bringing common sense solutions to business and life!

**Ranked in the Top 5 of Service Experts on GlobalGurus.org, Teresa is listed as one of the Top 5 U.S. Speakers by Speaking.com.** Teresa's training and consulting firm, Common Sense Solutions, is a recipient of the **Customer Service Training Practice of the Year Award from the International Stevie Awards for Customer Service.**

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*.

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 25 years. Teresa is a two time recipient of the **ASTD Professional Trainer of the Year Award**.

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.**

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.

Teresa and her husband David have been married 'forever' and have two grown daughters. An obsessive life-long learner, Teresa loves to research the latest trends in customer service to share with thousands of followers on social media channels.

***When you NEED expertise, and you WANT fun,  
Teresa is the perfect speaker for your event!***

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