

Common Sense Solutions

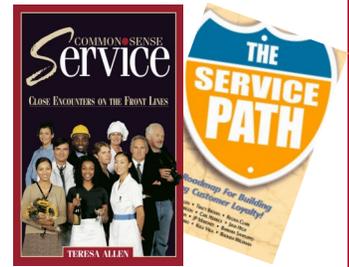
Teresa Allen



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

Teresa has been listed on **GlobalGurus.org Top 30 Service Experts** for six years with two years at #1. Her business, Common Sense Solutions, is a recipient of the **Customer Service Training Practice of the Year Award** from the **International Stevie Awards for Customer Service**.

Author of *Common Sense Service: Close Encounters on the Front Lines*, and co-author of *The Service Path: Your Roadmap for Building Strong Customer Loyalty*, Teresa is an internationally recognized customer service expert. She has presented her highly acclaimed customer service keynotes and customer service and sales training programs across the U.S. and abroad for twenty-five years. Teresa is a two time **ASTD Trainer of the Year Award** recipient.



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 for ten years prior to forming her training and consulting firm. During this time, Teresa was also a corporate trainer and developed innovative customer service and sales training for her clients. 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**. Teresa and her husband have been married 'forever' and have two grown daughters. They love spending time in the outdoors in their home on the beautiful Emerald Coast of Florida

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