

Common Sense Solutions

30 YEARS
ANNIVERSARY

Teresa Allen



TERESA ALLEN is intensely focused on bringing common sense solutions to business and life! An internationally recognized customer service expert, Teresa has ranked a **Top Global Service Expert on GlobalGurus.org** for six consecutive years with two years ranked at #1.

Teresa is owner of Common Sense Solutions, a national training and consulting firm which is a recipient of the **Training Practice of the Year Award** from the **International Stevie Awards for Sales & Customer Service**.

Teresa has been presenting her highly acclaimed keynotes and training across the U.S. and abroad for thirty years. Teresa presents customized member service and sales programs for credit unions and credit union leagues. Participants love her down to earth presentation style combined with her extensive knowledge of the member service and sales challenges faced by credit unions.

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*.

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 for a major check company and was recognized for developing innovative service and sales training for her financial industry clients.

Teresa and her husband David have been married 'forever' and have two grown daughters. They love outdoor activities in their home on the beautiful Emerald Coast of Florida. An obsessive life-long learner, Teresa loves to research the latest trends in 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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