

Jeff Terlisner

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WORK EXPERIENCE

Definitive Technology Solutions

2023 – Present

Client Success Manager

Bloomington, MN

- **SLA Adherence:** Managed SLAs for over 70 clients, from non-profit churches to mid-sized enterprises, while maintaining a high client satisfaction rate consistently over time.
- **Client Relationship Management:** Established and maintained strong, long-term client relationships that contributed to a 10% increase in client retention and positive feedback.
- **Effective Communication & Coordination:** Enhanced communication process between clients and engineering teams, leading to a 15% improvement in project delivery timeliness.

U-Haul International

2010 – 2023

Trailer/SRI Repair Specialist (2020 – 2023)

Coon Rapids, MN

- **Time Management:** Efficiently managed time in a flat rate environment resulting in 115% efficiency rating.
- **Process Optimization:** Reduced inspection time by 20%, enhancing overall operational efficiency and allowing for quicker turnaround for repairs.
- **Feedback Optimization:** Identified areas for improvement and implemented changes based on mechanic feedback, resulting in a 15% increase in job efficiencies department wide.

Assistant General Manager (2010 – 2020)

Blaine, MN

- **Compliance Assurance:** Achieved a 95% or higher accuracy rate in maintaining high-quality standards, contributing to positive audit outcomes.
- **Sales & Marketing:** Led initiatives resulting in a 15% increase in revenue over the fiscal year.
- **Customer Relations:** Achieved a 10% reduction in negative customer reviews implementing a proactive intervention strategy.

Customer Service Representative (2010)

Blaine, MN

- **Fast Track Career Progression:** Successfully completed advanced training programs, acquiring new skills in areas such as team leadership and conflict resolution resulting in promotion to Assistant General Manager within 1 year.

Target

2005 – 2010

Logistics Dayside Backroom

Roseville, MN

EDUCATION

North Hennepin Community College

2009

A.A.S Business Computer Information Systems (40 credits earned)

Brooklyn Park, MN

CERTIFICATIONS, SKILLS & INTERESTS

- **Professional Certifications:** Google IT Support, Google Project Management
- **Skills:** Effective Communication, Client Relationships, Problem-Solving, Team Leadership, Adaptability
- **Interests:** Family, Disney World, Running, Homelab