**Jeff Terlisner**

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**WORK EXPERIENCE**

**Definitive Technology Solutions 2023 – Present**

*Client Success Manager Bloomington, MN*

* Client satisfaction & retention, Microsoft licensing, project management, hardware acquiring, general inquiries
* **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*

* DOT compliance, trailer inspection, surge brake, van body, subframe, electrical, MIG, OA torch, forklift
* **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*

* Managed on avg. 10 employees, conflict resolution (employee & customer), profit & loss, policies & procedures
* **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*

* Scheduled/Rented equipment, basic maintenance of equipment, up-selling, forklift
* **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**

* **Google Professional Certifications:** IT Support, Project Management