



BIOGRAPHY

Rob Bell is the perfect combination of educational know-how, professional experience and humor for a speaker. His presentations are high-energy and feature real-life anecdotes, which are as fun as they are meaningful. Drawing on more than 25 years of experience in leadership roles, customer service, and training, Rob makes it simple, clear and FUN to improve customer service and gain leadership skills.

Rob began teaching his Customer Service and Communication Techniques early in his tenure as the Personnel Development - Education & Training Director for Dick's Supermarkets, Inc. He is "a recovering CPA" who worked as the Accounting Manager for a large transportation company before becoming Dick's Supermarkets' go-to-guy for education. He has also worked as an auditor, and an adjunct instructor at the University of Wisconsin – Platteville.

Rob has earned the prestigious designation of Certified Speaking Professional (which has been awarded to less than 650 people in the world). Rob was the 2011 – 2012 president of the National Speakers Association - Wisconsin Chapter as well as the author of the book, "Beyond Paper or Plastic – 8 Items or Less to Remarkable Service."

His insight on both external and internal customer service rings true to all who hear him. Participants leave Rob's presentations "fired up" and supplied with the techniques they need to meet and exceed customer and organization expectations. He is truly the Bell you will want to "ring for service."