

**TURO**

About Debra Swinson

Debra is a Training Specialist at Turo, a peer-to-peer car rental marketplace. She leads the development and delivery of training curriculum to customer service representatives for Turo's in-house and remote teams.

Challenge

Before Northpass, Turo's training for new hires was unscripted, unplanned and delivered verbally by trainers. They had customer service and other operational departments in three US locations and two international locations (soon there will be a third). As the company expanded, their training model became unsustainable.

Solution

In searching for a solution that would help streamline their training efforts, the team considered a few platforms. Ultimately, they selected Northpass as the best solution. Debra describes the platform as follows:

"I find Northpass' user interface to be totally intuitive. I was able to train myself on the product and have been almost entirely self-sufficient throughout the development of our training curriculum."

Results

Using Northpass, Turo trains new hires much more efficiently. They now have the flexibility to delegate the delivery of training between various team members or enable trainees to engage in the material on their own. Debra describes the results in her own words:

"Over the past year, I've been able to scale our team 4x. This type of growth would have been absolutely impossible without a tool like Northpass."