

# Nancy Telzerow

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- **Objective:**

To obtain a position as a representative for an automotive company, where I can use my presenting, product specialist or training skills.

- **Related Experience:**

**Cadillac - Concierge for Ride n' Drive at the Auto Show**

- ~ Responsible for escorting guests to their vehicles
- ~ Ensured all guests completed customer satisfaction surveys
- ~ Answered all customer questions and provided vehicle information

**Chevy - In vehicle Host for Ride n' Drive (two shows)**

- ~ Responsible for product specialist information about vehicle line up
- ~ Described vehicle attributes and answered consumer questions
- ~ Guided customers on a street drive

**Volkswagen - Narrator for training videos**

- ~ Described all vehicle highlights including any new features for the current model year
- ~ Used a teleprompter to deliver several 20 page scripts
- ~ Went through entire Volkswagen line up for sales staff

**Lincoln Mercury - Product Presenter and Specialist**

- ~ Responsible for lead generation
- ~ Narration of vehicles at international auto shows
- ~ Product expert with knowledge of entire line
- ~ Customer service dealing directly with customer complaints
- ~ Stocking brochures

**BMW - Facilitator and Professional Driver**

- ~ Led discussion groups for BMW sales people and dealer owners
- ~ Demonstrated all new features of X3. Took all participants on road course so they could experience the new vehicle
- ~ Drove X3 to demo product

**XM Satellite - Product Specialist and Corporate Spokesperson**

- ~ Demonstrated the operations of all products
- ~ Customer service responding to questions of plan amounts and monthly obligations
- ~ In-direct sales of units and service
- ~ Complete knowledge of channels and options

**Toyota - Narrator and Product Specialist**

- ~ Wrote my own scripts for narration of any and all vehicles
- ~ Responsible for knowledge of an expanding product line
- ~ Was able to answer questions of any detail of entire line while soft selling the product

**Ford Motor Company - Facilitator, Presenter - Periodically**

- ~ Was instrumental in the training of sales personnel regarding the launches and redesigns of the ZX2, Ford Ranger, Crown Victoria.
- ~ Held Marketing seminars to illustrate demographic customer, sales incentives, customer service
- ~ Prepared sales force for upcoming customer questions and complaints about all Ford products

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- **Education:**

BA at Baldwin-Wallace College, Speech Communications and Political Science, double major.  
Currently teach at Baldwin-Wallace College, TV and Radio Announcing and Film/Theatre Acting.

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