

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) 2012 and 2010

- 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 - 2004-2007

- 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 - 2003 (one tour)

- 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 - 2002-2004

- 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 - 2000-2003

- 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 1999-2002

- 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

- **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.
