

# NANCY M. WEGIERSKI

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## ***TRAINER / COACH / CONSULTANT***

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### ***If you are seeking:***

- An intelligent and articulate professional with over 25 years of broad business background and a track record of significant career accomplishments in:
  - ◆ Public Speaking and Expert Professional Platform Skills
  - ◆ Dynamic Facilitator incorporating Accelerated Learning Techniques
  - ◆ Detailed Organizational Skills and Project Coordination
  - ◆ Direct Customer Sales Responsibility
  - ◆ Solutions Based on Creativity, Innovation, and Profitability
  - ◆ Savvy Internet and Competitive Analysis Capability

### ***I can offer you:***

- An expressive personality with the ability to captivate an audience, motivate learners to succeed while anticipating how to produce the most effective learning experience based on varying adult learning styles.
- A polished professional who is dedicated to achieving success and will apply both knowledge and experience to accomplish set goals to exceed client expectations.
- A highly educated individual who values continuous improvement and professional development beyond these degrees earned with honors:

Master of Business Administration, *Magna Cum Laude*  
Baldwin Wallace College – 1991

Bachelor of Arts – Business Administration, *Summa Cum Laude*  
Baldwin Wallace College - 1986

## PROFESSIONAL BACKGROUND

### ACCELERATED PERFORMANCE, INC.

Bloomfield Hills, MI

2/04 – Present

Ms. Wegierski, as founder of Accelerated Performance, Inc., is dedicated to maximizing organizational effectiveness by implementing high performance learning and consulting as well as personal development seminars. Recent projects include coaching automotive sales consultants in product expertise and elevating the customer experience; facilitating a multi-year automotive quality training program; a national sales facilitation with a Fortune 100; a leadership initiative at a major automotive corporation; conducting sales coaching and management excellence programs for a major pharmaceutical company, and a multi-year customer service initiative for a major insurance client.

Specific work in the automotive industry includes:

**Ford Motor Company:** In 2007, I was contracted in a Project Manager role for an extensive leadership rollout at the corporate level in conjunction with Ninth House, a company specializing in e-learning.

**J. D. Power & Associates:** From 2008-2011, I was selected to facilitate Initial Quality Survey (IQS) Training for 20-25 Volkswagen dealers over the course of five weeks throughout the central and northeast regions. This in-dealership training consists of two 4-hour sessions with sales consultants, service advisors, and detailers to simplify demonstrations of product features with the overall objective to enhance the customer experience and create loyal brand advocates.

**Volkswagen In-Dealership Coach and Trainer:** Ongoing program since 2010 consisting of coaching sales consultants on both product knowledge and improving their expertise in the sales process. During this time, I was also a new vehicle launch trainer for the completely redesigned VW Jetta and Passat.

**Volkswagen Dealer Management Facilitation:** In 2011, I was selected to facilitate a one-day session in 23 cities to VW managers in Sales, Service, Finance and Parts. Leading them through self-discovery, the objective was to illuminate non-value added processes and create new methods of creating customer delight that would differentiate the VW brand and directly impact the customer experience.

**Hyundai Motor America:** In 2012, trained sales consultants in (14) dealers in the Midwest for an SSI Improvement initiative (Sales Satisfaction Index) that will impact overall customer loyalty.

**Acura Concierge Experience:** In 2012 and presently consulting with (6) dealers in the northeast to coach managers how to engage their staff to brainstorm methods to create a customer concierge experience.

**General Motors District Manager Training:** In 2012 and presently under contract training new District Managers shifting from Regional Call Centers to in person visits calling on Sales and After Sales.

### GENERAL PHYSICS CORPORATION

Troy, MI

7/02 – 2/04

General Physics (GP) is a global provider and aggregator of performance improvement services including technical and professional development, engineering services, and business process outsourcing.

**MANAGER, PROFESSIONAL DEVELOPMENT SOLUTIONS:** Responsible for developing strategic alliances to enhance GP's portfolio of Professional Development Training Solutions.

- CONTRACTED with four key strategic alliances to build GP portfolio of professional solutions.
- CREATED market launch for Professional Development Solution portfolio throughout GP sales group.
- DEVELOPED key sales presentations and proposals for (25) Account Managers throughout GP.

**ACHIEVE GLOBAL****Tampa, FL****5/01 – 7/02**

Achieve Global is worldwide performance improvement and training firm through the merger of Zenger-Miller, Kaset, and Xerox Learning Systems.

**NORTHEAST REGIONAL ACCOUNT EXECUTIVE:** Responsible for prospecting and expanding territory in southeast Michigan. (Primary accounts were Valeo, Comerica, K-Mart, and DaimlerChrysler.)

- REBUILT client relationship of major tier two account resulting in sales gain of \$250K.
- INCREASED GROWTH of sales within global chemical account resulting in \$300K.
- CAPTURED leadership consulting opportunity with major retailer worth \$450K.

**WILSON LEARNING WORLDWIDE****Eden Prarie, MN – Troy, MI****8/99 – 5/01**

Wilson Learning is a leading provider of training and consulting solutions designed to meet the demanding requirements in sales effectiveness, leadership, team building, and global awareness.

**NATIONAL ACCOUNT MANAGER:** Responsible for prospecting and rebuilding relationships in national accounts with a focus on 10-12 Fortune 100 companies including GM, Ford, and DaimlerChrysler.

- REGAINED control of two major accounts that turned around a loss of business into a gain of \$300K.
- ORGANIZED and EXECUTED a global business plan for one major account to differentiate services and internally aligned contacts in 33 countries worldwide to accomplish a global ordering system.

**KAISER ALUMINUM & CHEMICAL CORPORATION****Tennalum Division - Southfield, MI****2/98 - 2/99**

Prior to filing for protection under Chapter 11, Kaiser was a manufacturer of soft and hard alloy extruded bar stock and products sold directly to OEM's and distributors.

**REGIONAL MANAGER - Midwest** (2/98 - 2/99). Responsible for maintaining 50 accounts including existing aluminum distributors and direct OEM's in MI and OH plus developing new business including:

- SEEKING new markets for specialty aluminum alloys within automotive applications and beyond.
- COORDINATING new business opportunities via joint calls with distributor sales personnel.
- DEVELOPING AND EXECUTING product training seminars for distributor sales personnel.
- COMMUNICATING market and competitive information to plant management.

**TEXTRON AUTOMOTIVE COMPANY INC.****McCord Winn Division - Troy, MI****5/96 - 2/98**

McCord Winn, a tier two supplier, now acquired by Collins & Aikman, developed premium automotive products such as advanced lumbar and washer systems to tier one companies such as Lear, JCI, and Magna.

**PRODUCT MANAGER - Seat Comfort** (5/96 - 2/98). Responsible for marketing and implementation of a Non-Automotive Aftermarket business that includes:

- SEEKING new markets for seat comfort componentry and systems outside of Detroit OEM's.
- ESTABLISHING distribution channels to handle unique order requirements and quantities.
- CREATING product and company literature to highlight market leadership and technology.
- COORDINATING trade show displays, photography and product layouts for all business groups.

**ALUMINUM COMPANY OF AMERICA**  
**Wheel Products International - Cleveland, Ohio**  
**4/80 - 5/96**

Alcoa is the world's largest producer of aluminum and has sales and manufacturing locations globally.

**MARKETING COORDINATOR - Wheel Products** (1/95 - 5/96). Responsible for establishing and implementing market plans for aftermarket wheels and accessories. Other responsibilities included:

- DEVELOP, RECOMMEND, AND EXECUTE promotional training programs for national distributors.
- RECOMMEND, COORDINATE, AND IMPLEMENT event marketing opportunities.

**ACCOUNT MANAGER-EASTERN REGION** (11/89 - 12/94). Responsible for maintaining 120 OEM/WD accounts in five states - OH, MI, IN, PA, WV. Accomplishments included:

- SECURED six long term supply agreements with major OEM accounts amidst heavy competition.
- CREATED PRODUCT PROMOTIONS to increase aftermarket sales of accessories by over 40%.

**CUSTOMER SERVICE REP** (1/86 - 10/89). Inside customer sales/service position for Wheel Products.

**ADMINISTRATIVE ASSISTANT-MARKETING** (12/84 - 12/85).

**SENIOR SECRETARY-TOOL ENGINEERING** (10/82 - 11/84).

**WORD PROCESSING SPECIALIST** (4/80 - 9/82).