

# ELYSE THORNE

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Fluent in French and English with dual citizenships, United States of America and Canada

## EDUCATION

Graduated Magna Cum Laude in 2000

**Bachelor of Business Administration in Automotive Marketing and Management** Northwood University, West Palm Beach, Florida  
**Business Administration in Automotive Marketing and Management** Canadian Automotive Institute, Barrie, Ontario

## EMPLOYMENT EXPERIENCE

**FORD LINCOLN MOTOR COMPANY** 2012-Present

CERTIFIED PRODUCT SPECIALIST/MASTER TRAINER

Touring throughout the national and international auto show circuit by proudly representing Ford Lincoln Motor Company. In addition to in-dealership training. Master training for all sales consultants on new and future Ford Lincoln vehicles.

\*Responsive public relations and promoting the company at trade, national and international auto shows

\*Training of dealership sales consultants on future Ford and Lincoln vehicles

\*Supervision of staff, organizing and managing special events

**GYROTONIC SATNAM** 2009-2012

FITNESS CENTER MANAGER/BALLROOM DANCE INSTRUCTOR/RETAIL SALES

Executing daily operations and all activities of the fitness center with a high level of customer care. Teaching Ballroom techniques in all smooth and latin dances. Coordinating visual and merchandising items from the retail part of the business.

\*Completed a wide range of administrative skills, financial and operation management tasks

\* Supervised the planning, selling and instructing of fitness plans for clients

\* Reviewed sales, customer concerns and new opportunities to drive business strategy at weekly planning sessions

**VOLKSWAGEN OF AMERICA** 2002-2009

CLIENT ACCOUNT MANAGER

Acting as client advocates and working with internal departments to ensure that client needs are understood and satisfied.

Assisting in making sales, handling client, analyzing data and improving the overall customer experience.

\*Managed and administrated all public relations functions

\*Recruited and supervised all personnel for national and international auto shows

\*Researched and presented consumer trends in written reports to the company

**SCHUMACHER VOLKSWAGEN** 2000-2002

SALES & LEASING CONSULTANT/SERVICE ADVISOR

Selling new Volkswagen and pre-owned vehicles. Assisting customers in determining problems with their vehicles while proving accurate repair descriptions to technicians.

\* Negotiated contracts, provided comprehensive customer service and follow-through

\* Consistently ranked as a top sales performer

\* Handled administrative and customer relations functions of the service department

## CERTIFICATION AND TRAINING

Public Speaking and coaching certification

Sales and leasing training and certificate

Ballroom dancing certification in silver level