

## SARA HELENA VAN DER MERWE (HELENA)

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### PERSONAL INFORMATION

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ID 79101810480

Code 08 Licence

Divorced

Dependents 6 & 9

### CONTACT DETAILS

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081 168 6689

### EDUCATION

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Grade 12  
Windhoek High School

### PROFESSIONAL PROFILE

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I am an enthusiastic and highly motivated individual. I maintain and develop effective working relationships with clients, operational teams and colleagues.

### PROFESSIONAL EXPERIENCE

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#### SALES EXECUTIVE NOVEL MOTOR COMPANY II WINDHOEK II AUGUST 2018 – CURRENTLY

Sales of motor vehicles

Duties

- ❖ Sell vehicles, Ford, Mazda, Land Rover and Jaquar
- ❖ Handling of customer queries
- ❖ Doing quotations
- ❖ Giving customer service
- ❖ Handle recons, do pricing and work with customers

#### SALES EXECUTIVE AUTOHAUS II WINDHOEK NOVEMBER 2017 – JULY 2018

Duties

- ❖ Sold Volkswagen and Audi Pre-owned vehicles
- ❖ Handling of customer queries
- ❖ Doing quotations
- ❖ Giving customer service
- ❖ Handle recons, do pricing and work with customers

## SKILLS

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Integrity  
Optimism  
Flexibility  
Time Management  
Effective Communication  
Listening  
Empathy  
Team Player

## LANGUAGES

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Afrikaans  
English

## INTERESTS

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Family Time  
Photography  
Water sports  
Nature  
Cooking  
Travelling

### **KEY ACCOUNTS MANAGER CIC HOLDINGS II WINDHOEK JULY 2016 – JULY 2017**

#### Duties

- ❖ See buyers of retail stores
- ❖ Discussed prices and rebates
- ❖ Negotiating prices for leaflets
- ❖ Handling of claims
- ❖ Maintain masters of buying groups
- ❖ Do listings and de-listings of products

### **SALES EXECUTIVE DANTIC AUTO II WINDHOEK DECEMBER 2015 – JUNE 2016**

#### Duties

- ❖ Sold BMW vehicles
- ❖ Handling of customer queries
- ❖ Doing quotations
- ❖ Giving customer service
- ❖ Handle recons, do pricing and work with customers

### **SALES EXECUTIVE AUTOHAUS II WINDHOEK AUGUST 2009 – NOVEMBER 2015**

#### Duties

- ❖ Sold Volkswagen and Audi Pre-owned vehicles
- ❖ Handling of customer queries
- ❖ Doing quotations
- ❖ Giving customer service
- ❖ Handle recons, do pricing and work with customers

**MEDICAL REPRESENTATIVE II WINDHOEK II  
MEDIWORLD SUPPLIERS  
NOVEMBER 2008 – JULY 2009**

Duties

- ❖ Sold medicine to pharmacies
- ❖ Called on all doctors in the country

**SALES REPRESENTATIVE II WINDHOEK II  
A WUTOW TRADING  
SEPTEMBER 2003 – OCTOBER 2008**

Duties

- ❖ Sold FMCG products
- ❖ Called on retail stores
- ❖ Handled queries

**AVIS RENT A CAR  
RENTAL SALES AGENT II WINDHOEK II  
OCTOBER 1999 – AUGUST 2003**

Duties

- ❖ Booking of cars for tourists

**PUPKEWITZ CELLPHONES  
SALES REPRESENTATIVE II WINDHOEK II**

Duties

- ❖ Sold cellphones
- ❖ Pricing
- ❖ Handled queries

## REFERENCES



Ronnie Deck  
081 129 1144  
Manager - Autohaus



Elrette Carstens  
081 142 5403  
061 285 5800  
Divisional Head - CIC



Lisa Waldschmidt  
081 128 6928



Marius Kamfer  
081 129 5252

# CERTIFICATE OF ATTENDANCE

Induction

This is to certify that  
**Helena Van Der Merwe (B7989)**

has completed the following course  
**Sales Accelerator Programme**



**Nadine McChlery**  
Ford Academy Training Manager

**Sharon Shaw**  
Ford Academy Manager

**Tracey Delate**  
General Manager GDCE

Date of issue: 2018/10/01



# CERTIFICATE OF ATTENDANCE

Induction

This is to certify that  
**Helena Van Der Merwe (B7989)**

has completed the following course  
**PST - Figo & Fiesta**



**Nadine McChlery**  
Ford Academy Training Manager

**Sharon Shaw**  
Ford Academy Manager

**Tracey Delate**  
General Manager GDCE

Date of issue: 2019/08/05



# CERTIFICATE OF ATTENDANCE

Induction

This is to certify that  
**Helena Van Der Merwe (B7989)**

has completed the following course  
**Ford Figo MY18 Online Exam**



**Nadine McChlery**  
Ford Academy Training Manager

**Sharon Shaw**  
Ford Academy Manager

**Tracey Delate**  
General Manager GDCE

Date of issue: 2018/08/06



# CERTIFICATE OF ATTENDANCE

Induction

This is to certify that  
**Helena Van Der Merwe (B7989)**

has completed the following course  
**Ford Everest MY19 Online Exam**



**Nadine McChlery**  
Ford Academy Training Manager

**Sharon Shaw**  
Ford Academy Manager

**Tracey Delate**  
General Manager GDCE

Date of issue: 2019/05/29



# CERTIFICATE OF ATTENDANCE

Induction

This is to certify that  
**Helena Van Der Merwe (B7989)**

has completed the following course  
**Fleet Solutions Module 1**



FORD ACADEMY

**Nadine McChlery**

Ford Academy Training Manager

**Sharon Shaw**

Ford Academy Manager

**Tracey Delate**

General Manager GDCE

Date of issue: 2018/10/22



# CERTIFICATE OF ATTENDANCE

Induction

This is to certify that  
**Helena Van Der Merwe (B7989)**

has completed the following course  
**Annual Online Product Knowledge Exam Passenger Vehicle 2019**



**Nadine McChlery**  
Ford Academy Training Manager

**Sharon Shaw**  
Ford Academy Manager

**Tracey Delate**  
General Manager GDCE

Date of issue: 2019/09/12



# CERTIFICATE OF ATTENDANCE

Induction

This is to certify that  
**Helena Van Der Merwe (B7989)**

has completed the following course  
**PST - Ranger & Everest MY19**



| FORD ACADEMY

**Nadine McChlery**  
Ford Academy Training Manager

**Sharon Shaw**  
Ford Academy Manager

**Tracey Delate**  
General Manager GDCE

Date of issue: 2019/05/16



# CERTIFICATE OF ATTENDANCE

Induction

This is to certify that  
**Helena Van Der Merwe (B7989)**

has completed the following course  
**Ford Ranger MY19 Online Exam**



**Nadine McChlery**  
Ford Academy Training Manager

**Sharon Shaw**  
Ford Academy Manager

**Tracey Delate**  
General Manager GDCE

Date of issue: 2019/05/29



# CERTIFICATE OF ATTENDANCE

Induction

This is to certify that  
**Helena Van Der Merwe (B7989)**

has completed the following course  
**Ford Fiesta MY18 Online Exam**



**Nadine McChlery**  
Ford Academy Training Manager

**Sharon Shaw**  
Ford Academy Manager

**Tracey Delate**  
General Manager GDCE

Date of issue: 2018/08/06



# CERTIFICATE OF ATTENDANCE

Induction

This is to certify that  
**Helena Van Der Merwe (B7989)**

has completed the following course  
**Ford EcoSport MY18 Online Exam**



| FORD **ACADEMY**

**Nadine McChlery**  
Ford Academy Training Manager

**Sharon Shaw**  
Ford Academy Manager

**Tracey Delate**  
General Manager GDCE

Date of issue: 2018/08/03



# CERTIFICATE OF ATTENDANCE

Induction

This is to certify that  
**Helena Van Der Merwe (B7989)**

has completed the following course  
**CVP Training**



| FORD **ACADEMY**

**Nadine McChlery**  
Ford Academy Training Manager

**Sharon Shaw**  
Ford Academy Manager

**Tracey Delate**  
General Manager GDCE

Date of issue: 2018/08/28



*Certificate of Achievement*

**Sara Van der Merwe**

has earned this certificate for  
**ACQUISITION**



Keep up the great work!

Craig Forsythe

2015/07/09

# *Certificate of Achievement*

**Sara Van der Merwe**

has earned this certificate for  
**Amarok Experts training**



Keep up the great work!

2014/10/16

# *Certificate of Achievement*

**Sara Van der Merwe**

has earned this certificate for  
**AMH Product Challenge**



Keep up the great work!

2011/04/20

# *Certificate of Achievement*

**Sara Van der Merwe**

has earned this certificate for  
**Sales Core Process 1**



Keep up the great work!

Craig Forsythe

2015/07/10

# *Certificate of Achievement*

**Sara Van der Merwe**

has earned this certificate for  
**Sales Core Process II**



Keep up the great work!

Craig Forsythe

2015/07/11

# *Certificate of Achievement*

**Sara Van der Merwe**

has earned this certificate for  
**This is Volkswagen**



**Keep up the great work!**

2013/05/27

# *Certificate of Achievement*

**Sara Van der Merwe**

has earned this certificate for  
**VW Commercial: Caddy, Caddy Maxi Panel Van**



Keep up the great work!

2011/02/14

# AVIS

Training Division

REGISTERED WITH THE RELEVANT AUTHORITIES IN TERMS OF THE IN-SERVICE TRAINING ACT, 1983

*Certificate of Achievement*

This is to certify that

**HELENA VD MERWE**

211767

**NEW HIRE TRAINING PROGRAMME**

20 JUNE 2002

24 JUNE 2002





**AVIS**

**The Spirit of Avis Award**

In recognition of delivering exceptional  
service an award is issued to

**HELENA VAN DER MERWE**

Delivering the 'We try harder.' promise

*Helena*  
26.09.02

**AVIS**  
We try  
harder.

# AVIS

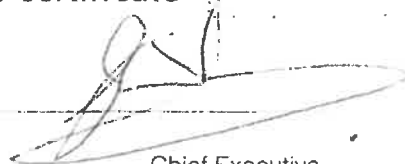
## Brand Ambassador

*Helena van der Merwe*

has graduated as an **AVIS** Ambassador  
and is trusted to carry the **AVIS**  
"We try harder"  
promise with pride, and in recognition thereof,  
is awarded this certificate

*10 September 2002*

Date Graduated



Chief Executive  
**AVIS** Southern Africa

I commit that for me, people will always be more important than cars, and what matters most to them will always be what matters most to me, because best can always be bettered. I will never stop striving to try harder, to give a little extra; to make the exceptional the everyday, because my commitment is more than a slogan, it's my passion, my way of life. The very heart of who I am and what I do, What I have always done.  
Try harder for you.

  
Brand Ambassador  
by Appointment to **AVIS**



**AVIS**

**HELENA vd MERWE**

0055326

**ADVANCED RENTALS SALES AGENT**

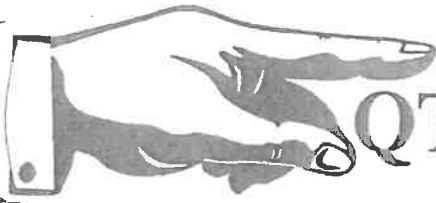
23 MAY 2002

27 MAY 2003

*[Handwritten signature]*

*[Handwritten initials]*





# Nomination form for QTP Spirit of Avis Award

## Section 1

Person being nominated: Helena van der Merwe

Title: USA

Department / Location: Windhoek

From (nominator): Ulga de Jongh

Date: 23 September 2002

## Section 2

Brief description of the situation: Mr. Neethling, a PC client,

reserved 3 vehicles of which one was a 4x4 Double Cab. We did not have one available and the client was furious. Helena drove a 4x4 to the client from Windhoek in her spare time.

In your opinion, in what way did they excel?

We do have drivers to drive vehicles to clients who need to get VBV's. Helena exceeded the clients expectations & since she was still very new @ Avis - THIS WAS A

## Section 3

JOB WELL DONE

I have discussed this with the nominator and approve the QTP nomination

Signed (Manager) Ulga de Jongh

Signed (QTP Rep) J. Schlachter

Print Name: Ulga de Jongh

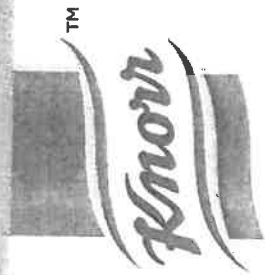
Print name: JILL SCHLACHTER

Date: 23/9/02

Date: 26/09/02

**Delivering the "We Try Harder" promise.**

SASO 454



# Winter Soup Display Incentive 2006

2nd Prize Awarded to:

Helena van der Merwe

Namibia

A handwritten signature in black ink, appearing to read "AZRA JHANVERT".

Signed  
AZRA JHANVERT

14<sup>th</sup> September 2006  
Date