



Dubai, United Arab Emirates
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ANGELIKA BARJASZ, DIGITAL EXPERIENCE EXECUTIVE

I am a compassionate and empathetic individual with a passion for art, personal growth, and spirituality. Recently, I have developed a keen interest in meditation, particularly with Kundalini energy. As a Reiki Level 2 practitioner, I am well-versed in various self-help tools and practices. I am eager to contribute meaningfully to society by serving others in any capacity. I believe my skills and dedication would make me a valuable addition to your organization and team.

Skills

Emotional Intelligence

Empathy and Support

Influence and Negotiation

Strategic Thinking

Time Management

Sales

Analytical Mind

Goal oriented

Professional Communication

Decision-Making

Problem-Solving

Adaptability

Customer Service

Cultural Sensitivity

Coaching and Mentoring

Proactive Leadership

Product Launch

Executive Administrative Assistance

Employment History

Digital Experience Executive at Audi AI Nabooda Automobiles LLC, Dubai

2023 — Present

- Delivered 150% year-over-year growth from lead to sold order in the first year of digital-lead strategy
- Re-engineered CRM data flow, eliminating duplicate entries and capturing 100% of digital leads while cutting input time by ~67%
- Authored first Digital-Lead Standard Operating Procedure (SOP), aligning sales steps with KPIs, enhancing process transparency across departments
- Supported with on-boarding of new hires, provided ongoing coaching and trained in usage of internal systems
- Created a unified brand voice and reduced response time by 94% (from 48 hours to 3 minutes)
- Piloted end-to-end remote-sale workflow, securing fully online deals each month
- Developed lead-grading matrix and real-time dashboard to track lead quality and digital-team performance

- Consistently converted 27-35% of qualified leads to materialized appointments
- Served as a core tester and super-user for new CRM launch; provided sales-driven and customer service requirements that reduced click-path by 40% and increased daily adoption to 98%
- Introduced mandatory qualification checklist and shared diary system, raising qualification quality and business transparency

Virtual Sales Manager at Volvo Car UK Limited, Manchester

2021 — 2023

- Designed and led Care by Volvo training days, partnering with L&D to integrate new starters into high-performance teams
- Collaborated with global stakeholders to provide user-experience feedback, driving continuous platform and process enhancements
- Rapidly identify process gaps and champion data-driven improvements that boost efficiency and sales velocity
- Consistently exceeded pre-agreed KPIs for lead management, sales volume and conversion rate
- Nurtured profitable relationships with conquest and renewal customers through timely, accurate product information
- Operated under FCA regulations while adhering to all internal compliance procedures
- Delivered an exceptional end-to-end customer experience, meeting—and often surpassing—every buyer expectation
- Managed fleet accounts of up to 50 vehicles, securing repeat business and incremental upsells
- Exploit multiple purchase and stock channels to craft creative, customer-centric solutions that close deals
- Conducted persuasive remote presentations via Teams, email and telephone, converting prospects into loyal clients

Manager Assistant at Lookers Volvo, Manchester

2017 — 2021

- Processed vehicle orders, amendments and contracts flawlessly on VISTA
- Equipped the sales team with up-to-date product and system know-how through regular training and coaching
- Deliver standout customer service at every touch-point, ensuring expectations are met or exceeded
- Kept ahead of motor-industry trends, new models and feature updates to give clients best-fit solutions
- Structured compelling deal stacks and second-faced negotiations to secure profitable closures
- Resolved complaints with empathy and diplomacy, turning issues into win-win outcomes and repeat business
- Consistently surpassed sales, finance and accessory targets while maximizing margin
- Built genuine rapport with customers and stakeholders, fueling sustained growth for both the brand and the client

Sales Executive at Lookers Volvo, Manchester

2016 — 2017

- Provided high standard of customer service, established needs and requirements to offer suitable vehicle and finance solution
- Became a part of Lookers Board to drive change within the company as well as to improve customer experience

- Managed positive and close relationship with all departments within the company to drive mutual growth and success
- Always maintained high customer service score, collecting 5-star reviews across social platforms
- Played as a role model in standard of personalized digital content sent to all customers
- Kept up to date with all the company's services and procedure as well as new product training

Courses

Mentoring Programme at Volvo Car UK

DEI Awareness at LinkedIn

Emotional intelligence at Centre Of Excellence

Product Management at Project Management Institute

The Six Skills of Proactive Professionals at LinkedIn

IMI Sales Accreditation at IM Automotive

Managing from Within the Team at IMI Automotive

Education

University of Salford, BA (Hons) Graphic Design

Links

[LinkedIn](#)