

# Annette Norman

28004 Bonn Mountain  
San Antonio, TX 78260  
Located in Bulverde, TX

cell 210-710-3741

## Objective:

Seeking a position which will utilize and expand upon my management, recruiting, customer service, marketing, and sales qualifications.

## Background Summary:

More than 25 years of experience which includes:

- Customer Relations/verbal and written
- Customer Service/Sales/401k Plan participants
- Managing Shareholder Processing and Call Center
- Personnel Recruiting & Placement
- Sales Conferences and Presentations
- Marketing/Communications/Event Planning
- Human Resources/Hiring/Terminations
- Inventory/Shipping Receiving
- Bank Reconciliations/Deposits

## PC Skills include:

Microsoft Office  
Word Perfect  
Internet  
DM2 Access  
DST-0S2  
DST Literature  
Fidelio/Delphi  
RFP Express  
Room master

## Professional Accomplishments:

Involvement in Major renovation of Historic Property  
Coordinated the implementation of a year 2000 compliant computer conversion  
Co-directed team with implementation of an in-house transfer agency  
Developed, designed and executed numerous techniques for work load reduction  
Negotiated & coordinated various large corporate events

## Employment History:

### **Canyon of the Eagles A Calibre Resort Burnet, TX**

**Director of Sales-Work remote  
Present**

**2006-**

Working remote from San Antonio  
Put lead generation process in place, along with a system approach to marketing and sales.  
Opened up and developed group sales plan and achieved highest revenue since property opened, led Sales Team to engage in the sales system. Developing Client Relationships Locally, Nationally for Group, Leisure, writing Contracts, and Proposals, Prospecting, Sales Calls, Site Visits, Involvement in Trade Shows, close involvement with Chamber of Commerce, Participated in MPI Charity Committee. Involvement and developing Marketing Plan all market segments. Involvement in developing packages for website, Eblast promotions to database of clients. Coordination of hiring and terminating staff.

### **The Fairmount Hotel San Antonio, TX**

**Director of Sales**

**2004-2006**

Developing Client Relationships, Locally, Nationally, Group, Business Corp. Travel, Leisure, GDS, Consortia, Internet, Negotiations, Contracts, Proposals, Prospecting, Sales Calls, Site

Visits, Trade Shows, Business Travel to MPI, NBTA, close involvement with Convention Visitors Bureau, Chamber of Commerce, Co-Chair San Antonio MPI Chapter, Historic Hotels of America. Involvement in Marketing Plan, all market segments. Involvement in developing packages for website. Coordination of hiring and terminating staff. Reporting systems Hoteligence, Travelclick through GDS

**Sheraton Gunter Hotel**

**2002-Nov. 04**

**San Antonio, TX**

**National Sales Manager**

Developing Client Relationships Nationally, Selling Group Meeting Space and Sleeping Rooms, Negotiations, Prospecting, Sales Calls, Site Visits, Trade Shows, Involvement with MPI, AAHA

**PRA-San Antonio Destination Management Co.,**

**2000-2002**

**San Antonio, TX**

**Account Manager**

Development and Coordination of special events for Conventions, Associations, Corporations, Proposals, Contracts, Sales Calls, Program Development, Site Visits, Negotiations with Clients & Suppliers, Job Costing, Trade Shows

**VIP Personnel San Antonio, TX**

**1998-2000**

**Permanent Placement Manager**

Duties included the development of corporate client and candidate base through telemarketing, cold calling, internet recruiting, networking, job fairs, and referrals. Interview, evaluate and complete reference checks on candidates. Present best candidates for job orders, set up interviews, finalize any negotiations. Maintain open communication with clients and candidates to aid in resolution of any conflicts experienced that could have ended employment relationships.

**US Global Investors San Antonio, TX**

**1984 - 1998**

**Assistant Vice President –**

**Shareholder Communications/Correspondence**

**1996-1998**

Managed a team of 16 employees in Customer Service / Sales Call Center

HR duties to include hiring, terminations, performance evaluations, training

Monitoring of phone calls, ACD/Aspect and Rolm Phone System

Liaison between Legal, Marketing, Portfolio and Shareholder Processing Departments

Development of Policy and Procedures Manual

Oral and written correspondence with the Shareholders, Vendors, and Banking Associates

Attended National Mutual Fund Trade shows

**Assistant Vice President - Shareholder Services/Quality Assurance** **1992 -1996**

Managed a team of 8 employees in Account Processing Dept.

HR duties to include hiring, terminations, performance evaluations, training

Oral and written correspondence with Shareholders, Vendors, and Banking Associates

Development of Policy and Procedures Manual

Processing transactions for 13 Mutual Funds in Account Services

End-of-Day Balancing

**Senior Coordinating Representative - Account Processing** **1991-1992**

Assisted Manager of department with workload delegation and daily transaction activities

**General Account Processing Representative**

**1984 - 1991**

Processing transactions for shareholder accounts

**Sign of the Crown, TX  
Store Manager**

**1979 - 1984**

Managed gift and greeting card store, stocking, pricing, and inventory control on merchandise

**Training History**

1989-1990 Series 6 and 63 license mutual fund specialist with National Association - Securities Dealers (NASD)

Investment Company Institute (ICI) Mutual Fund Concepts

Kaset International - Achieving Extraordinary Customer Relations

Business Processes Inc. - Systematic Teamwork Program

Attended numerous instructional seminars to develop management, business writing, computer, and interpersonal and financial services skills.

**Community Involvement Organizations:**

Greater Chamber of Commerce, MPI, San Antonio Corporate Committee, AAHA, Historic Hotels of America, March of Dimes, American Heart Association, United Way

**References Upon Request**