

PHILIP NORMAN

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Professional Summary

Responsible Humana proficient in sales and Leadership. Passionate and motivated, with a drive for excellence. 25 years in sales positions.

Skills

- | | |
|---------------------------------|---------------------------------|
| ▪ Speaking | ▪ Service Orientation |
| ▪ Sales and Marketing | ▪ Mathematics |
| ▪ Active Listening | ▪ Active Learning |
| ▪ Critical Thinking | ▪ Personnel and Human Resources |
| ▪ Customer and Personal Service | ▪ Public Safety and Security |
| ▪ English Language | ▪ Education and Training |
| ▪ Coordination | ▪ Telecommunications |
| ▪ Time Management | ▪ Operations Analysis |

Experience

Telasales

Jul 2015—Present

Humana Insurance — San Antonio, TX

- Use computers for various applications, such as database management or word processing.
- Perform payroll functions, such as maintaining timekeeping information and processing and submitting payroll.
- Complete forms in accordance with company procedures.
- Maintain scheduling and event calendars.
- Schedule and confirm appointments for clients, customers, or supervisors.
- Make copies of correspondence or other printed material.
- Learn to operate new office technologies as they are developed and implemented.

Sales Associate

Apr 2015—Jul 2015

Dillard's — San Antonio, TX

- Monitor fulfillment of purchase contract terms to ensure that they are handled in a timely manner.
- Generate lists of properties for sale, their locations, descriptions, and available financing options, using computers.
- Arrange for financing of property purchases.
- Appraise property values, assessing income potential when relevant.
- Give buyers virtual tours of properties in which they are interested, using computers.
- Maintain working knowledge of various factors that determine a farm's

capacity to produce, such as agricultural variables and proximity to market centers and transportation facilities.

Sales Associate

Jan 2014–Apr 2015

Northside Ford — San Antonio, TX

- Provide customer service by greeting and assisting customers, and responding to customer inquiries and complaints.
- Monitor sales activities to ensure that customers receive satisfactory service and quality goods.
- Inventory stock and reorder when inventory drops to a specified level.
- Direct and supervise employees engaged in sales, inventory-taking, reconciling cash receipts, or in performing services for customers.
- Estimate consumer demand and determine the types and amounts of goods to be sold.
- Hire, train, and evaluate personnel in sales or marketing establishments, promoting or firing workers when appropriate.
- Confer with company officials to develop methods and procedures to increase sales, expand markets, and promote business.

Sales/Broker

Jan 2007–Jan 2014

Self Employed — Jacksonville, FL

- Collect and deposit money into accounts, disburse funds from cash accounts to pay bills or invoices, keep records of collections and disbursements, and ensure accounts are balanced.
- Create, maintain, and enter information into databases.
- Set up and manage paper or electronic filing systems, recording information, updating paperwork, or maintaining documents, such as attendance records, correspondence, or other material.
- Greet visitors or callers and handle their inquiries or direct them to the appropriate persons according to their needs.
- Complete forms in accordance with company procedures.
- Schedule and confirm appointments for clients, customers, or supervisors.

Sales/Assistant Manager

Feb 1998–Jan 2003

Gwinnett Place Honda — Duluth, GA

- Answer telephones and give information to callers, take messages, or transfer calls to appropriate individuals.
- Collect and deposit money into accounts, disburse funds from cash accounts to pay bills or invoices, keep records of collections and disbursements, and ensure accounts are balanced.
- Create, maintain, and enter information into databases.
- Prepare conference or event materials, such as flyers or invitations.
- Take dictation in shorthand or by machine and transcribe information.
- Supervise other clerical staff and provide training and orientation to new staff.
- Mail newsletters, promotional material, or other information.
- Manage projects or contribute to committee or team work.

Education

GED

Jun 1975

John Marshall High School — Oklahoma City, OK

Awards

Salesman of the year

Salesman of the month x40

Top Performer, Inside Sales Team

Outstanding Achievement in Customer Satisfaction