

KERRY A. NORMAN

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SUMMARY

A dedicated, dependable and extremely organized administrative professional with extensive experience in office management, customer service and administrative duties. Proficient in multitasking, establishing priorities and meeting deadlines. Additional experience in real estate, property management and custom home building. Takes on increasing challenges and responsibilities based on top management, customers and overall. Utilizes exceptional relationship strategies and techniques which produce long-term positive results that meet the needs of the company, team and customer effectively. Outstanding phone etiquette and customer service skills as well as strong written and verbal communication skills.

EXPERIENCE

2008 to 2009

WAL-MART STORES, INC. - HOME OFFICE, Bentonville, Arkansas
Talent Services and Campus Relations Coordinator, Western United States

Provided support for over 10 college recruiters responsible for pharmacy and optical positions in stores. Executed events at pharmacy and optometry schools, including planning, registering participants, and ordering and shipping necessary materials for booths at college based career fairs on and off campus. Administered various responsibilities including generating weekly reports, paying invoices and posting open positions on Monster.com.

- Mastered roles of increasing responsibility as needed by management, while consistently maintaining strong performance of daily tasks.
- Met weekly deadlines for completing regular Staffing Report, which was relied on by top management to show open positions and evaluate performance.
- Maintained four separate email accounts for resumes and recruiter correspondence.
- Administered all aspects of the Wal-Mart Scholarship Program for over 120 schools.
- Administered contracts with participating colleges for Wal-Mart Internship Affiliation program.

2006 to 2007

BLOOMFIELD COMMUNITY MANAGEMENT, Rogers, Arkansas
Property Management Director

Managed four neighborhoods and one commercial property in Bentonville, Arkansas, ranging from 60 to 200 homeowners in each neighborhood. Supervised daily maintenance and acquired all necessary inspections. Assessed neighborhood complaints and organized solutions. Wrote a monthly neighborhood newsletter. Collected dues and paid invoices.

- Ensured all inspections were up-to-date.
- Ensured that neighborhood swimming pools received all required maintenance and inspections, and were opened on time.
- Was hired due to skills, experience and character, which met management's immediate concerns.

2002 to 2006

BURCKART CONSTRUCTION/CRESTMARK HOMES, Rogers, Arkansas
Personal Administrative Assistant to President

Scheduled all appointments for the company president, and made all travel arrangements. Organized and maintained files and office records. Acted as the liaison between contractors, builders and foremen. Communicated with homeowners and contractors throughout all stages of

home construction. Prepared and delivered plans to contractors and city inspectors.

- Oversaw the company's Home Warranty Program and worked with contractors to arrange home repair if needed.
- Acquired building permits and inspections.
- Aided with exterior and interior design choices of the homes.
- In the absence of management, was empowered to make decisions to keep things running efficiently.

ADDITIONAL EXPERIENCE

WARRENSBURG HIGH SCHOOL, Warrensburg, Missouri, *Secretary to Vice Principals*, 1998 to 2002. Typed letters to parents regarding their students, answered questions from parents, assigned lockers, made ID cards for students, kept an updated log of students qualifying for free or reduced lunches, assisted with the perfect attendance program, helped with Senior Ethics Day, typed purchase orders for teacher and administrative supplies. Balanced over 30 accounts in the school's activity account. Assisted with other school duties as needed.

FIRST UNITED METHODIST CHURCH, Warrensburg, Missouri, *Office Manager/Secretary*, 1993 to 1998. Scheduled appointments for the pastor, scheduled events in the church for outside groups as well as for church functions, answered questions over the phone and in person, published a weekly Church Newsletter, obtained volunteers to work at different events, ensured the office was well supplied, greeted anyone that came in the office, assisted homeless and transient individuals with groceries, gas, diapers, medicine or a overnight shelters, collected fees for weddings and dinners, typed letters, copied Sunday's bulletin and sorted mail for bulk mailings. Ability to multitask and deal with many projects at once, as this job had many events going on at the same time.

FALCON CABLE TV, Warrensburg, Missouri, *Customer Service Representative*, 1988 to 1993. Was responsible for taking orders and collecting payment for cable installation and inputting information on the computer. Dispatched installation orders to the technical department to schedule installs and service calls. Answered inquires about order status, changes in delivery dates and prices, and solved complaints with customers. This position required a person to keep a calm attitude toward the customers and to possess good listening skills to ensure the accuracy of the orders.

EDUCATION

JEFFERSON CITY TECHNICAL COLLEGE, Jefferson City, Missouri,
General Courses, 1985.

CERTIFICATIONS

Arkansas Real Estate License, 2007.
Construction Law from Contract to Closeout, Certified 2006.

SKILLS AND AFFILIATIONS

National Association of Realtors (NAR), member.

Types 65 words per minute.

Computer skills include: Adobe, Windows, Excel 7.0, Microsoft Word, WordPerfect, Corel Presentations, Peach Tree, Access, AP Notes, HOST, PowerPoint and Outlook.

Can operate many office machines including adding machines, printers, copy machines, multiline phones and fax machines.

**ACTIVITIES
AND HONORS**

Warrensburg BPW Young Careerist, 1994
Jaycee Secretary/Treasurer, 1986 and 1987
Jaycee Woman of the Year, 1983
Public speaking and writing awards
Typing/Clerical awards
Vice-President of Honor's Choir

PERSONAL

Enjoys gardening, cooking, and watching movies. Volunteers at neighborhood social and fundraising events.

REFERENCES & LETTERS OF RECOMMENDATION AVAILABLE UPON REQUEST