

# ANNETTE WEST

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## E D U C A T I O N

B.A., NEW COLLEGE, Sarasota, Fla. Major: History. 1981

M.B.A., DUKE UNIVERSITY FUQUA SCHOOL OF BUSINESS, Durham, N.C. Concentration: Accounting. Awarded Fuqua Scholar as one of the top ten graduating students. 1983

## C E R T I F I C A T I O N S

CERTIFIED PUBLIC ACCOUNTANT

CERTIFIED MANAGEMENT ACCOUNTANT

CERTIFIED MANAGEMENT CONSULTANT

BEST SOFTWARE ABRA SUITE CERTIFIED TRAINER AND CERTIFIED INSTALLER

MICROSOFT CERTIFIED PROFESSIONAL SQL SERVER 6.5

MICROSOFT CERTIFIED PROFESSIONAL WINDOWS NT WORKSTATION

## P R O F E S S I O N A L E X P E R I E N C E

### **SILVERHEELS SOFTWARE, INC. 1999 TO PRESENT**

Co-founder of Silverheels Software, Inc. Assisted in development of Silverheels Employee Self Service™, which was sold to Best Software in May 2000 and is now Abra ESS™. Created all user documentation (including HTML help files), product training materials, product training syllabus, and installation guides. Taught product training classes for Silverheels Software, Inc. and later for Best Software. Handled all marketing responsibilities including product brochures, reseller recruitment, on-line newsletters, and software sale to Best. Created content for company web site and product support web site. Responsible for all administrative, accounting, tax and business management functions, including on-line credit card sales site. Wrote reseller contract, end-user license agreement, and other legal documents. Currently assisting with product implementations and developing detailed implementation and trouble shooting guide.

### **CONTRACT SOFTWARE TRAINER, THROUGHOUT THE U.S., 1995 TO PRESENT**

Teach classes in AbraSuite Human Resources, Payroll, Training, Applicant Tracking, R&R Report Writer, and Advanced Techniques for the Product Training Group of Best Software. Train new consultants for Abra Business Partners. Assist Abra Business Partners with product demonstrations, and act as their lead consultant for client implementations. Responsibilities include single and multi-user installations, system configuration, data import, end-user training, troubleshooting, and custom report writing.

### **ANNETTE WEST CONSULTING, Raleigh N.C. 1993 to 1995**

Consulting Firm which sold and implemented accounting and human resource software systems, including Abra!, Great Plains, BusinessWorks, CYMA, and others. Built procedures and systems to streamline employee effort, maximize client satisfaction, and maintain a market presence. 1994 Abra National Rookie of the Year. Great Plains Accounting Software 1994 New VAR Achievement and Eastern Region Vice Presidents Club.

### **CONSULTANT, SENIOR CONSULTANT, MANAGER, SENIOR MANAGER, MCGLADREY & PULLEN, Raleigh N.C. 1986 to 1993**

Started the microcomputer consulting practice in 1985, built a very successful team. Performed accounting software consulting, employee handbooks, salary surveys and performance evaluation systems design engagements, and initiated reselling Abra software from the Raleigh office. Promoted to Senior Manager in 1992.

### **CONTROLLER AND ACCOUNTING SOFTWARE CONSULTANT, ENTRE COMPUTER CENTER, Raleigh N.C. 1985 to 1986**

### **AUDITOR, DELOITTE AND TOUCHE, Raleigh, N.C. 1983 to 1985**