

# **MEMBER PROFILE**

## **NORMA ANCONA**

Norma grew up in Detroit and attended Fitzgerald Elementary and Post Intermediate then to the new Mumford High School where she graduated in "54". During these early years she worked at Himmelhoch's in Detroit for a year before entering Eastern Michigan University for two years then as she relates the money ran out, as there wasn't a lot of it in those days.

She joined Blue Cross in September of 1957, which began a career that lasted some 30 years; it all began in Subscriber Service on the main floor lobby of the Jefferson Building. Virginia White was the manager of the department and laid the groundwork for Norma's love of the organization. She was a Phone Service Rep. for a year and then went into a management position in which she monitored calls being taken by other reps... In the mid 60's she was promoted to a supervisory role overseeing the work over 20 reps ... Alex Bell had now replaced Virginia White who retired.



In April of 1963 Norma took a vacation to get married and honeymoon in Florida with new husband Joseph Ancona. They will celebrate their 44<sup>th</sup> anniversary in April of this year. In November of 1971 they had a son Joey. She returned to Blue Cross the following April and went to work for Bud Dailey in the Marketing Research Department and from there to Research and Development with Charles Gamester.

In the 1980's when working for Virginia Benner, now the Director of Regulatory Affairs, Norma received BCBSM Pride in Excellence Award for outstanding job achievement and excellence in performance. She was later promoted to Manager of Legal Administrative Services reporting to Joseph Murphy Vice President and General Counsel.

In April 1989 after her son's graduation from Notre Dame High School and his acceptance to the University of Arizona, they decided to move to Tucson, which has been their home for the past 18 years.

Norma has continued to be active in her "spare time". She has been president of the Tucson Arthritis Support League and is currently 1st VP of the Tucson Symphony Women's Association.

She and Joe celebrated her 70<sup>th</sup> Birthday last year on a cruise from Dover, England over to France, Spain and Portugal, through the Mediterranean ending in Barcelona.

I think you will agree with her when she says "Time rides a swift horse and I have been on Secretariat. Everyone should be as fortunate as me, never having had a boss I didn't like"