

Skills

- Very strong in both written and oral communication
- Excels at developing new relationships while maintaining existing ones
- Highly organized in both physical and procedural aspects of work
- Detail oriented and thorough
- Self-motivated, taking the initiative, where appropriate, and requiring little or no supervision
- Works well in both standalone and team environments
- Attentive to instruction and eager to learn new processes, procedures and skills
- Adapts well to changes, new ideas and suggestions, as well as constructive criticism
- Proactive in practice, but reacts well to an emergency or crisis with a positive, can-do approach
- Enjoys investigating, troubleshooting and creatively resolving issues and conflicts
- Very comfortable dealing with the public in small or large groups, as well as one-on-one interactions
- Comfortable building rapport with new and existing colleagues, clients, vendors and partners

Professional Knowledge

Through direct employment, software development or technical writing, I have experience and/or knowledge in the following industries:

- Software development, implementation, maintenance, marketing and sales
- Healthcare case management, billing and insurance processing
- Legal case management, workflow and billing
- Travel, leisure and hospitality
- Construction management and estimating
- Light manufacturing
- Automotive sales and client relationship management
- Education

Tool Usage and Technical Knowledge

I have a large arsenal of tools with which I am comfortable working, and am always open to learning new tools:

- Microsoft Office Suite (Word, Excel, and Outlook, PowerPoint, Publisher, and Visio)
- Adobe Acrobat and FrameMaker
- Microsoft Windows Desktop Operating System
- Various HTML authoring and image manipulation tools
- Various software development lifecycle tools, including Atlassian BitBucket, Confluence and Swagger
- Various customer relationship management tools, including eLeads CRM from CDK Global
- Various project management tools, including Microsoft Project and Atlassian Jira

Education

University	Georgia Institute of Technology, School of Mechanical Engineering	1981 – 1983	Atlanta, GA
	<i>Attended for two years, general engineering curriculum. No degree program completed.</i>		
Grades 9 - 12	Athens Academy College Preparatory School	1977 – 1981	Athens, GA

Professional References

- Dave Schroeder, CTO at Law.com (Supervisor) • dave@daveschroeder.com • Cell: (678) 848-0055
- Ben Zamora, VP Development, Practice Manager Group (Supervisor) • zinovate@gmail.com • (720) 218-1807
- Steve Heller, Product Mgr at RealLegal, LLC (Supervisor) • sheller@efficientforms.com • Cell: (720) 252-9374

THOMAS A. FOLEY

RESUME

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Summary of Work History

FROM-TO	COMPANY	LOCATION	INDUSTRY	POSITIONS HELD
12.2018 – Present	Athens Ford	Athens, GA	Automotive	Internet Sales
10.2018 – 11.2018	Athens Ford	Athens, GA	Automotive	Lot Sales
04.2018 – 09.2018	Equifax/PRI Contract	Alpharetta, GA	Financial Systems Security Infrastructure	Technical Writer
01.2010 – 09.2017	UAB “Baltijos kvapai” (Baltic Scents)	Kaunas, Lithuania	Craft Manufacturing Business: Scented Candles Related Scented Products	Owner Operator Business Developer
01.2007 – 06.2014	Professional Management Technologies (PMT)	Kaunas, Lithuania	Software Application Development: Legal Case File Management Medical Case File Management Travel & Leisure Retail and Point of Sale	Technical Writer Business Analyst Project Consultant
10.2000 – 08.2006	Practice Manager Group, LLC (Law.com / RealLegal, LLC.)	Denver, CO Kaunas, Lithuania	Software Application Development: Legal Case File Management	Technical Writer Business Analyst Project Manager
09.1996 – 09.2000	WebMD Corporation (ActaMed/Healtheon)	Atlanta, GA	Software Application Development: Medical Case File Management Insurance Claims Processing Pharmaceutical	Lead Technical Writer Technical Writer UX Consultant
09.1995 – 08.1996	Professional Mgmt Technologies, Inc. (PMTI)	Athens, GA	Software Application Development: Legal Case File Management	Lead Technical Writer Implementation Specialist
02.1992 – 08.1995	VitalWorks (Infocure / ICS)	Atlanta, GA	Software Application Development: Medical Case File Management Insurance Claims Processing	Marketing Manager Shareholder Relations Technical Writer
05.1989 – 12.1991	A.D. Heath Corporation	Beltsville, MD	Mechanical Construction: Plumbing and HVAC	Project Manager Estimator
09.1984 – 04.1989	The Poole & Kent Corporation	Silver Spring, MD	Mechanical Construction: Plumbing and HVAC	Project Manager Estimator Permit Processor

Work Experience

As a Technical Writer and Business Analyst...

I was responsible for designing, authoring, co-authoring, reviewing, editing, publishing and maintaining the following in printed and/or electronic formats:

- Software installation and configuration guides
- Application quick start manuals and user guides
- System administration, operation and maintenance manuals
- Context-sensitive online help systems
- Release notes for internal and external use
- Technical dictionaries for database and middleware components
- Functional requirement specifications
- Functional design specifications
- Test plans and test cases
- Knowledge bases (Frequently Asked Questions)
- Sales and marketing materials, including brochures, pamphlets and Web content
- Requests for information
- Requests for proposal
- Internet content and general client communications, including newsletters
- Intranet content for staff, including newsletters
- Price proposals and change order requests
- Policy and procedure manuals
- Critical path project plans

I have a long successful track record of working with the following to produce top quality documentation:

- Product Managers/Owners
- Engineers and Programmers
- Quality Assurance Personnel
- Subject Matter Experts
- Business Analysts
- Client Representatives
- Sales and Marketing Staff
- Installers and Support Staff
- Trainers

I have experience working with numerous industries, including:

- Law and Government
- Healthcare and Insurance
- Banking, Finance and Accounting
- Construction
- Travel & Leisure
- Retail and Point-Of-Sale

As an IT Project Manager...

I was responsible for the following:

- Working with management to develop plans, define teams, allocate resources and track progress of multiple projects
- Publishing meeting notes to upper-level management for review and consideration
- Sitting in on daily team meetings to monitor the transfer of knowledge to team members
- Participating in all product management meetings
- Conducting team leader meetings, as needed, to communicate instructions from product management, ascertain the progress on all projects, review resource allocation to identify needs and excesses, and quantify any corrective actions that might be needed

As a Business Owner...

I was responsible for the following:

- Registering the company with the legal authorities and maintaining its legal status
- Managing compliance with all rules and regulations governing the operation of the business
- Interacting with an outside accounting and legal firms to handle all government declarations
- Securing the facilities to manufacturer, sell and distribute the company's products
- Developing and maintaining the company's operating budget
- Establishing product costs, profit margins pricing
- Leading sales and marketing efforts
- Managing a network of third-party resellers and partners, both domestic and abroad
- Recording incomes and expenditures, and tracking the results against the budget
- Staffing the sales and marketing team, retail shop and production staff
- Locating, purchasing and importing, where necessary, all equipment and materials

As an Automotive Sales Consultant...

I was responsible for the following:

Lot Sales

- Greeting customers on the lot
- Qualifying prospects, building rapport and assessing needs
- Recommending and demonstrating product
- Negotiating sale and processing purchase orders
- Turning over product to client
- Orientating client on product and providing long term ownership support

Internet Sales

- Receiving leads via lead generation partners
- Contacting prospects via phone, email and text messaging
- Qualifying prospects, building rapport and assessing needs
- Recommending and demonstrating product
- Negotiating sale and processing purchase orders
- Turning over product to client
- Orientating client on product and providing long term ownership support

As a Construction Project Manager...

I was responsible for the following:

- Reviewing all project plans, specifications and bid documents to create a project plan to manage resource, time, cost, and profit expectations;
- Purchasing all materials and equipment necessary to complete the contracted work;
- Tracking all actual project-related costs against the estimated costs in an effort to maintain or exceed the expected profit, and identify any shortcomings in the estimate or overruns in costs that might impact that expectation;
- Working with field management team to make sure they were properly staffed and had all the resources they needed to complete their work, as well as track the progress of work and proactively identify any issues that could negatively impact deadlines or profits;
- Participating in project meetings to review progress of all participants, resolve issues, and establish short term goals to be completed before the next meeting;
- Working with the general contractor to identify and track all milestones, both interim and final, and develop schedules to achieve those goals, identifying any potential issues that could impact the final timeline;
- Working with engineers, architects, owners and tenants to clarify requirements and resolve issues related to the mechanical systems;
- Participating in project management meetings to review the progress of all projects, identify short term needs, and coordinate resources, including personnel, tools and equipment; and,
- Preparing, submitting and negotiating change orders with the general contract. Preparation included identifying changes from updated design documents, estimating the time and materials that would be necessary to carry out the changes, identifying the costs, and creating a proposal that would include the scope of the work to be done, the impact on the schedule and other systems, and the price.

As a Construction Estimator...

I was responsible for the following:

- Contacting suppliers of materials and equipment to solicit bids for items that they could provide, coordinating with them access to the plans and specifications;
- Reviewing all documents to identify the applicable requirements, flagging anything that would be considered "not standard" and therefore have an impact on time or costs;
- Estimating all quantities needed to complete the work;
- Estimating the time needed to complete the work;
- Estimating the direct costs (labor, materials and equipment); and,
- Estimating the indirect costs (administration, supervision, tools and facilities).