
ARTHUR T. POLING

5127 Woodfield Lane
Knightdale, NC 27545

Cell (919) 610-1104
apoling@earthlink.net

PROFESSIONAL SUMMARY

- Realtor® and Real Estate Instructor
- Senior Executive in Information Technology and Construction and Facilities Management with a diverse background which includes:
 - leadership, coaching, problem solving and strategic planning, construction and facilities management
 - problem solver, an excellent communicator, teacher, trainer, a successful project manager
 - someone who gets things done while working well with customers, staff and senior management

REALTOR® and REAL ESTATE INSTRUCTOR 10 years

- Approved Real Estate Continuing Education Sponsor and Instructor, and contract instructor (currently teaching Pre-licensing with Pan Real Estate School)
- Developed and produced approved class materials from the National Mortgage Licensing System (NMLS) for the additional North Carolina pre-licensing 4 hour requirement
- Provides a high level of personalized service in buying and selling a home or investing in residential real estate evidenced by 65% of the PolingTeam business emanating from referrals
- Developed additional Real Estate training materials and power point presentations for Keller Williams
- Provided expertise as a Certified ProManage Instructor (CRM system)

INFORMATION TECHNOLOGY (IT) 10+ years

- Managed IT budgets, strategic planning and implementation of systems for Keller Williams
- Provided administration, direction, training and technical support for IT infrastructure
- Provided user support for PCs and standard software programs
- Managed IT budgeting, strategic planning and implementation of systems for TogetherSoft worldwide operations
- Implemented major systems, managed an IT staff of 20 including 4 international locations and all IT related contract negotiations
- Conducted European travel to coordinate departments and system deployments
- Provided administration, direction and technical support for IT infrastructure including Windows 2000, Linux and other operating systems, VPN, WANs, LANS, Active Directory, Exchange 2000, OpenLDAP, Citrix MetaFrame, Sitescope (for systems monitoring), Security monitoring, Telecom systems, Intranet, SharePoint Portals and Internet website support and development
- Provided hardware, software, network infrastructure, training, and technology related services, negotiated with vendors, and oversight of a \$1.7 million IT annual capital budget
- Established and led the IT steering committee to provide leadership in the identification, justification, and articulation of plans for information technology
- Served as an advocate for technology related issues including establishing ROI, metrics and performed buy vs. build evaluations
- Established IT standards, policies and procedures to reduce costs and improve productivity
- Deployed a collocated web site that utilized Red Hat Linux, Apache, TomCat, MySQL and Java saving the company \$720 thousand per year, which delivered 2 TB of data each month utilizing Akamai load balancing
- Directed the implementation of worldwide VPN, a successful CRM implementation (Siebel) with 160 US users
- Analyzed and facilitated the implementation of HR, Financial and Payroll systems
- Designed and managed the development of the proprietary license distribution system utilizing Java
- Rapid deployment of an Oracle 8i database for the web site utilizing outsourced and in-house resources
- Managed information systems for Willow Valley Associates and Willow Valley Manors including Novell and NT networks, Intranets, and AS/400 systems
- Provided hardware, software, network infrastructure, training, and technology related services
- Participated in Strategic Planning and Budget development ensuring all projects were completed on time and within budget
- Designed and deployed a data mart and provided executive information tools, a new Hotel management information system and a companywide intranet and a corporate internet website. Deployed in three years 11 Novell file servers, 6 NT application servers (including Citrix Metaframe), two AS400 midrange computers, approximately 350 PC's, and 48-networked printers and performed a major telephone system upgrade

CONSTRUCTION and FACILITY MANAGEMENT 10 + years

- Managed a staff of 47 in new construction and renovations, security, transportation services, laundry services, contract services, leases, and information systems
- Managed the \$5 million dollar renovation of the Manor Lifecare Community – on time and within budget
- Implemented numerous IT systems including a new budgeting system
- Performed an extensive survey of deferred maintenance and developed a plan for remediation
- Negotiated with Time Warner Cable a 30% reduction in cable fees for residents
- Directed the Auxiliary Service functions of the College including Food Service Operations (\$2 million annual budget), the Post Office, Copiers, Vending, Laundries, Campus One-Card System and Director of Telecommunications
- Performed Project Manager for numerous campus projects
- Researched, specified and implemented a new "one card" system for the campus which was accomplished in two years with no increase in staff
- Proposed and implemented a new college telecommunication service that established an in-house profit center that brought \$150,000 per year of new revenue to the College (several profit centers were created and student satisfaction increased)
- Managed construction of \$4 million Martin Science Library, a \$2 million Residence Hall Renovations, a new All Weather Track, a new Main Entry and Walk Bridge, the \$2.5 million College Square (leased commercial center) and numerous smaller projects all projects on time and within budget
- Directed New Construction, Maintenance, Architects/Engineering, Safety, Housekeeping, Guest Housing, Telecommunications, Interior Design, Grounds, Farms, Multi-Services, and Child Care departments at International Headquarters
- Managed successfully more than 200 full-time staff and up to 300 volunteer workers
- Administered all new construction, maintenance, architecture and engineering for all of The Way International properties (four major locations in the United States accommodating 1450 students)
- Managed successfully \$123 million of construction with projects ranging from a 30,000 sq. ft. whole log resort facility to a 75,000 sq. ft. dormitory to a 72,000 sq. ft. multipurpose auditorium, all projects were on schedule and 3.5% below budget overall

WORK EXPERIENCE

ArtPolingCE.com, Knightdale, NC
Independently-presented CE classes

LEGACY REAL ESTATE SCHOOL, Raleigh, NC
Director and Instructor, Real Estate and Loan Officer Pre-licensing, Post licensing and continuing education

KELLER WILLIAMS REALTY, Raleigh, NC
Licensed broker, e-PRO and GRI certification
Independent agent / broker and business owner
Director, Information Technology for Keller Williams Raleigh Office

TOGETHERSOFT CORPORATION, Raleigh, NC
Director Information Technology

WILLOW VALLEY ASSOCIATES, Lancaster, PA
Vice President Information Technology

WILLOW VALLEY MANOR LIFECARE AND RETIREMENT COMMUNITIES, Lancaster, PA
Director Facilities Services

FRANKLIN & MARSHALL COLLEGE, Lancaster, PA
Assistant Director Facilities and Operations

THE WAY INTERNATIONAL, New Knoxville, Ohio
Trustee Cabinet Member
Director, Way Builders

EDUCATION

Masters of Management - The Pennsylvania State University – 1998 Achievement Award
Bachelor of Science - North Carolina State University

*NC Brokers License, GRI, e-PRO, ProManage Certified Trainer, KW Train the Trainer, yearly real estate instructor trainings, and yearly real estate CE

EXCELLENT REFERENCES AVAILABLE