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## ARTHUR T. POLING

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Objective: Consulting or teaching opportunities in the real estate or management field – short or long term – individual, group or company.

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Art is currently a Realtor® and successful Real Estate and loan officer Instructor. A past Senior Executive with achievements in IT systems development and deployment as well as construction and facilities management. His diverse background includes leadership, coaching, problem solving and strategic planning, construction and facilities management. Art has a reputation of being a problem solver, an excellent communicator, teacher, trainer, a successful project manager and as someone who gets things done while working well with customers, staff and senior management. His teaching style is well received by his students and many return for their yearly CE update and post licensing classes. Art enjoys taking complex information, simplifying it and then communicating it effectively.

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| • Real Estate Education and Instruction        | • Property Management                 |
| • Technology Training for Adults               | • Project and Construction Management |
| • Real Estate- Residential Sales and Investing | • Facilities Management               |
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### LEGACY REAL ESTATE SCHOOL, Raleigh, NC

Mar 2008 to Present

- Director and Instructor, Real Estate and Loan Officer Pre-licensing, Post licensing and continuing education. Licensed instructor. Develops additional training materials and power point presentations.

### KELLER WILLIAMS REALTY, Raleigh, NC

May 2003 to Present

- Independent agent / broker and business owner. Licensed broker, e-PRO and GRI certification. **Over 65% of the PolingTeam business comes from referrals.** The PolingTeam provides a high level of personalized service in buying and selling a home or investing in residential real estate.
- Director, Information Technology for Keller Williams Raleigh Office. Manages IT budgets, strategic planning and implementation of systems. Provides administration, direction, training and technical support for IT infrastructure. Provides user support for PCs and standard software programs. Certified ProManage Instructor (CRM system).

### TOGETHERSOFT CORPORATION, Raleigh, NC

July 2000 to April 2003

#### Director Information Technology

- Managed IT budgeting, strategic planning and implementation of systems for worldwide operations.
- Implemented major systems, **managed an IT staff of 20** including **4 international locations** and all IT related contract negotiations. Included 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 and served as an advocate for technology related issues including establishing ROI, metrics and performed buy vs. build evaluations.

#### Accomplishments include:

- Implementation of a worldwide VPN (Cisco equipment) to connect US, UK, DE, CZ, NE, JP, and RS .
- 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 a successful CRM implementation (Siebel) with 160 US users.
- Selected and facilitated the implementation of HR, Financial and Payroll systems.

- Designed and managed the development of the proprietary license distribution system utilizing Java.
- A rapid deployment of an Oracle 8i database for the web site utilizing outsourced and in-house resources.

**WILLOW VALLEY ASSOCIATES, Lancaster, PA****VP Information Technology**

1996 to 2000

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. **All projects were completed on time and within budget.**

- Developed and deployed a data mart and provided executive information tools built with Cognos.
- Designed and deployed a company wide intranet and a corporate internet website.
- Selected and implemented a new Hotel management information system that included food services.
- 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.
- Delivered presentation and was published in the proceedings of two annual AAHSA conventions.
- Assisted in the establishment of a vibrant resident computer club and a resident information network.
- Successfully directed the company wide Y2K Remediation project.

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

1995 to 1996

Managed a staff of 47 in new construction and renovations, security, transportation services, laundry services, contract services, leases, and information systems. Developed and implemented administrative policy and performed budgeting and cost control, work prioritization, staffing, and strategic and long range planning.

- 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.**

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

1989 to 1995

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. Project Manager for numerous projects.

- Researched, specified and implemented a new "one card" system for the campus. The "debit dollars" could be used at campus laundries, copiers, laser printers, microfilm readers, and 19 other points of sale. Accomplished in two years with no increase in staff. **Several profit centers were created and student satisfaction increased.**
- 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.**
- Made presentations on how to implement these systems at two different annual professional meetings.
- 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 were completed on time and within budget.**

**EDUCATION:**

*NC Brokers License, GRI, e-PRO, ProManage Certified Trainer, KW Train the Trainer  
Masters of Management- The Pennsylvania State University – 1998 Achievement Award  
Bachelor of Science - North Carolina State University*

**EXCELLENT REFERENCES AVAILABLE**