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## Thomas E. Faulkner

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### PROFESSIONAL SUMMARY

Customer-focused, results-driven Technical Project Manager/Senior Architect with over 25 years experience including global Lotus Notes and Domino application development for clients in diverse industries.

- Consistent record of achievement in project management and consultative engagements, with ability to identify business goals, envision the solution, develop strategy, estimate resources and deliver projects on time and within budget.
- Natural relationship builder and mentor, recognized for being a "peacemaker" as well as a "go-to person" for clients, management, staff and end-users.
- Creative and innovative thinker, with a talent for developing alternatives and finding the simplest solutions to the most complex problems. Top performer who shines in a high-pressure environment and excels at crisis prevention.
- Expert Witness in Lotus Notes Application Code and Design

### TECHNICAL SKILLS

**Lotus Applications:** Notes v4.1-7.x, Domino v4.1-7.x, LotusScript, Teamstudio Suite, Lotus Formula

**Applications:** JavaScript; HTML, CSS, Microsoft Project, XML, Java, JavaScript, Visual Basic, VBA, C/C++, dBase, Clipper, OLE, RDBMS

**Platforms:** Windows XP/2000/NT/ME/98/95/3.x, DOS, UNIX, AIX, OS/2

### PROFESSIONAL CERTIFICATIONS:

**IBM Certified Application Developer – Lotus Notes and Domino 6/6.5**  
**CLP - Certified Lotus Professional R4, R5, R6**  
**CLP Principal Application Developer R4**

### PROFESSIONAL EXPERIENCE

**Manpower Professional Services** **03/2008 – present**  
1112 Oberlin Rd.; Raleigh, NC 27605

Senior Lotus Notes Developer.

Develop and maintain Lotus Notes Applications for NSSO using LotusScript and JAVA.

**Alliance of Professionals & Consultants, Inc.** **01/2008 – 03/2008**  
9201 Leesville Road; Suite 201; Raleigh, NC 27613-7540

Coded db2 <-> Notes feed for US Competitive fee database.

**Alliance of Professionals & Consultants, Inc.** **06/2007 – 12/2007**  
9201 Leesville Road; Suite 201; Raleigh, NC 27613-7540

Coded db2 <-> Notes feed for US Competitive fee database.

Provided Lotus Notes expertise to IBM Rochester, MN. (Work from home)

Developed Lotus Domino application for Sales Reps to request technical risk assessment of projects using Lotus Notes v7.0. Application included assignment, scheduling and work flow for Admins and Editors providing the assessment.

Improved usability and added handicapped access to Intellectual Products Asset Catalog. Transitioned support and future development to India.

Developed email questionnaire tool using Lotus Notes. Tool allowed user to create their own questionnaires with a variable number and type of questions. Responses to individual questions could be set to require check boxes, radio buttons, plain or rich text.

**BBS Consultants, Inc.,** **1991 - 2007**  
3215 Guess Rd., Ste 105; Durham, NC 15+ years  
Corp-to-Corp Contractor, (www.bbsci.com)

Founded company to provide Lotus Notes/Domino application development, Web hosting solutions and objective technical expertise to companies of all sizes in a variety of industries.

**Client: IBM, Inc.** Rochester, MN (09/2006-06/2007)

Project: Application Services Technical Risk Management Event Tracking Tool. User input requests directly via a Domino served page on the intranet. Requests are assigned to reviewers using Notes clients. Data is fed to a DB2 database via LEI. Application developed and deployed 100% telecommuting. (01/2007 – 06/2007)

Project: Provide enhancements and 3<sup>rd</sup> level support for Intellectual Property tracking and pricing tool. Telecommuting 100% (09/06 – present)

**Client: IBM, Inc.** Research Triangle Park, NC (09/2004 – 09/2006)

Project: Lenovo Segmentation. (US & Latin America) Created separate versions for the IBM and Lenovo requirements. Delivered on extremely aggressive schedule. Extracted Laptop and Desktop historical data for Lenovo products. Telecommuting 100% (09/04-09/06)

**Client: Ashland, Inc.** Dublin, OH (09/2005 – 06/2006)

Expert Witness. Examined two Lotus Notes applications to determine the similarity or lack of similarity for potential copyright infringement. Used Team Studio Suite and wrote custom code to itemize similar and dissimilar code, objects, and attributes within each application.

**Client: IBM, Inc.** Research Triangle Park, NC (09/2001 – 09/2006)

Project: IBM Field Profit Tool (US & Latin America) - Successfully provided project management and technical leadership to off-site development teams for both the US and Latin American version of a mission-critical, strategic application used by field sales representatives to request special product pricing. Telecommuting 100%. (09/2001-09/2006)

- Generated schedule to meet deadline and cost constraints with fixed resources.
- Directed the efforts of a team of eight programmers located in New York, Atlanta, Houston, Chicago, and locally all working remote.
- Dynamically balanced developer work assignments to keep project on schedule
- Created architecture and design and managed development of Field Profit Tool for:

- Six US versions, to evolve application from a limited use, RAD application to a mission-critical tool with over 20,000 user sessions/day.
- Latin American version, to support multi-country, multi-currency and pricing FOB.
- Implemented OLE automation using Excel object in Lotus Notes for data entry and editing.

**Accomplishments:**

- Project achieved SEI CMM Level 5 and received a Tier 3 customer satisfaction survey score of 100 for on-time, under budget deliverables, a successful team effort and development productivity.
- Implemented version control requirement using Teamstudio; also used CIAO, Delta, Configurator, Analyzer and MS Project to ensure a high-quality product was delivered on schedule at, or below, cost objectives for each version.
- Obtained IBM ASCA certification (IBM internal business controls similar to Sorbanes-Oxley).

Project: Migrated design for IBM Partner Website from Development Team in Research Triangle Park, NC to one in Greenock, UK (Scotland) using Lotus Domino (03/2001-09/2001)

Project: Developed IBM Customer and Partner Websites and training site for the PC Institute internal and Web applications using Lotus Domino. (10/1998-03/2001)

- Designed Web survey application targeted for business partners.
- Used JavaScript/Lotus Domino to generate specific country reports.
- Developed security for partner Website and version control/design element.
- Constructed internal sales training database for new products.
- Re-architected student measurements and hardware inventory/Web registration and demo tracking databases.

**Accomplishments:**

- Established project design and control system, creating a formalized process for customer and design team to agree on deliverables.
- Created Website functionality for Japan, China and Thailand by implementing DBCS (Double Byte Character Set).
- Dramatically improved server response time from 28 seconds with 4 users to less than 4 seconds with 28 users.
- Developed libraries to centrally maintain code; also version control to enable developers to track ongoing changes/control modification.

**Client: IBM, Inc.** Lexington, KY (07/1997 – 10/1998)

Project: Built a worldwide marketing multi-database application for IBM management to analyze corporate strategic marketing assessments and formulate global business plans. Developed new logical and Notes architecture to accommodate requirements. (07/97-10/98)

**Accomplishment:**

- Completely rewrote existing LotusScript code in an extremely short timeframe, salvaging a project that was in serious trouble.

**Client: Joseph E. Seagram & Son's, Inc.,** Delray Beach, FL (03/1997-07/1997)

Created secure centralized application providing remote access to critical disaster recovery procedures (users located throughout the U.S., Europe, South America and Hong Kong). Allowed recovery of Notes encryption key and central repository data.

**Client: DomDoc, Inc.,** Charlotte, NC (03/96-03/97)

Developed numerous applications for clients to track project management, clients, document control, and expense reporting for commercial contacts. Designed Lotus Notes v4.x forms, agents, views and configured Notes/Domino servers.

- Conducted Sales Seminars to educate executives of small to medium size companies on the advantages of Lotus Notes and to sell them on using DomDoc, Inc. for any Notes projects.
- Created a Document Control System for a major chemical company using custom forms, views and workflow additions to the commercial application ISO Achiever Plus.
- Created an expense reporting application for a large hospital.
- Produced Integrated Sales System forms using layout regions, LotusScript and dblookups.

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**OTHER CLIENTS** Blue Cross Blue Shield of Florida, Smith Barney, Standard & Poor's, The Washington Post, US Department of Commerce, University of North Carolina, Environmental Protection Agency, Comfort Trac.

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**PUBLISHED BOOKS** Tips, Tricks, and Techniques for TBBS. Chapter on programming in the TDBS xBase dialect.  
Faulkner's Sampler of TDBS Code.

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**EDUCATION** **Indiana Institute of Technology**, Fort Wayne, IN  
BSEE, 1966  
**New York Institute of Technology**, New York, NY  
MBA, 1976

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