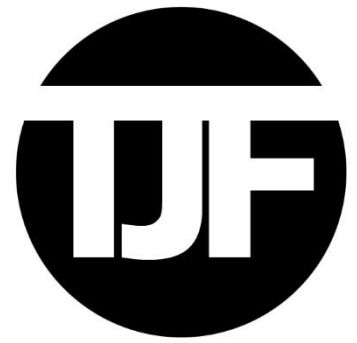


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Mission

Work willingly at whatever you do, as though you were working for the Lord rather than for people. (Colossians 3:23)
My goal is to work as fast as I can, as smart as I can, on as many things as I can, to positively impact as many as I can.

Professional

- Problem solving
- Time management
- Flexible work environment
- Customer minded
- Critical thinking
- Organization
- Thorough communication
- Detail oriented

Skills

- SQL/T-SQL
- Microsoft SQL Server
- Visual Studio
- Windows OS
- Reverse Engineering
- SLDC
- HTML/JavaScript
- VBScript/VB.NET
- Microsoft Office
- Troubleshooting

Work Experiences

Senior Manager Product Development (Greenway Health) 2015 - Present

Continued management of production support for one of our primary EHR product offerings as well as supporting ancillary products that interact or interface with core platform. Led a team that fluctuated between 6 and 11 SMEs from QA, development, product management, customer support, and our release management group. Worked with team members in a "consultant" role to assist with cases or with dev/QA members on their work items. Built, monitored, and made enhancements or updates to performance dashboards for team member productivity and case aging.

Principal Production Support Engineer/Developer (Greenway Health) Aug 2012 - 2015

The principal engineer works the most difficult customer escalations, as well as works with other teammates to build up their skills for promotion within the team structure. Debugging in production, isolating and fixing code on client servers as needed. Worked with QA to document defects to get those code changes back into our production code path for continuity. Led team of 5+ rotating developers during this time which not only assisted in resolving customer reported defects faster than previous years, but also provided production awareness for new feature minded developers.

Director of Internal Tool Development/Developer (Greenway Health) July 2009 - Aug 2012

Internal tool development and maintenance; primary tool allowed internal employees to connect to our client servers, database, or to our EHR application from a local web application. Updated features based on internal user feedback (still in use).

Development Liaison to Customer Support (Greenway Health) Apr 2008 - Jul 2009

Our customer base grew exponentially which exposed a gap between our customer support operations and internally focused R&D operations. Duties in this liaison role included live dev/debugging on production servers, cross department coordination with manager and VP level leadership to provide the best solution for our customers. This role was key in driving up customer satisfaction and driving down support case backlogs. Often required travel on site to meet with customers and observe firsthand their issues, complaints, and suggestions.

Junior/Senior Software Developer (Greenway Health) Nov 1999 - Apr 2008

Worked with a small team of developers and database engineers to build our AR management module from the ground up to support financial functions for day to day operation of a medical office. Primary areas of focus were VB6/VBScript, JavaScript, T-SQL, HTML, XML, XSL. Led small teams through SLDC of stories adding modules and features to our AR Management system and cross functional features that required coordination with other teams.