

## Veteran-Owned Small Business (VOSB)

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### Federal Biography

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### Professional Summary

Thomas Rooney is an experienced federal operations and IT professional with more than **40 years of public service**, including **over 25 years with the U.S. Department of Veterans Affairs (VA)**. His career spans operations management, IT workflow coordination, training development, technical documentation, and digital communication support.

As the founder of **T & C Trust, LLC**, a Veteran-Owned Small Business, Mr. Rooney now provides management consulting, process improvement, workflow support, technical writing, and training development services to government agencies and prime contractors. His extensive federal background enables him to bridge operational realities with practical, user-friendly solutions that improve efficiency and clarity.

### Federal Experience

Mr. Rooney's federal career includes long-term service across multiple VA environments, where he supported:

- **IT workflow oversight and coordination** between staff, departments, and technical teams
- **Operational process mapping and refinement**, ensuring systems and personnel are aligned with mission needs
- **Development of internal communication tools**, including guidance documents, processes, SOPs, and instructional materials
- **Documentation of technical and administrative processes**, translating complex information into clear, accessible formats
- **Training support**, including staff instruction, instructional content creation, and process orientation programs
- **Interdepartmental consultation**, connecting leadership, technical units, and end users

His experience encompasses both frontline operations and strategic IT support roles, giving him a unique perspective on federal workflow challenges and the communication gaps that slow agencies.

## **Core Professional Strengths**

- Clear technical communication: Ability to translate complex IT and operational concepts into simple, actionable guidance
- Process improvement: Skilled at identifying inefficiencies, documenting workflows, and proposing practical, implementable solutions
- Training development: Experienced in creating digital learning materials, instructor-led training tools, and knowledge resources
- Operational alignment: Ensures processes, staff expectations, and technical systems function cohesively
- Federal culture fluency: Deep understanding of VA structure, communications, and mission priorities

## **Private Sector & Consulting Work**

As the owner of T & C Trust, LLC, Mr. Rooney develops:

- Digital and hybrid training products
- Workflow and process documentation
- Knowledge management and communication systems
- Technical guides and procedural materials
- Consulting support for organizational efficiency
- Training and curriculum for small businesses

His consulting work continues the strengths developed over a lifetime of federal service: clarity, consistency, and a commitment to making systems easier for people to understand and use.

## **Education & Credentials**

- Veteran-Owned Small Business (VOSB) Certified
- 40+ Years Federal Service
- 25+ Years Department of Veterans Affairs – IT & Operations
- Extensive experience in digital communication, workflow technology, and training systems

## **Contact Information**

### **T & C Trust, LLC**

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