

Thomas Mark Chandler

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Pursuing excellence in helping others

“The talented help the less talented so that all may be edified together.”

Neal A. Maxwell

Technical Trainer / Developer

- Skilled trainer with over thirteen years experience passionately teaching basic- through advanced-level computer classes in the public and private sectors.
- Expert Developer/Programmer with fifteen-plus years experience creating time- and money-saving solutions using Microsoft Access/Excel/Word, SQL Server 2000/2005, and Crystal Reports XI.
- Proficient consultant; talented at taking highly complex computer concepts and simplifying them for the non-technical user.
- Friendly team player with over twenty-six years experience working with small and large groups of various cultures.

Technical Background

Taught introductory through advanced computer classes including:

Applications

| | | | |
|-----------------------|----------------------|-------------------|--------------------|
| Microsoft Access | Microsoft SQL Server | Adobe Acrobat | PL/SQL Developer |
| Microsoft Excel | Microsoft Project | Adobe Photoshop | Corel Word Perfect |
| Microsoft Word | Microsoft Publisher | Adobe Dreamweaver | Novell Groupwise |
| Microsoft Power Point | Crystal Reports | Adobe Contribute | |
| Microsoft Outlook | FileMaker Pro | | |

Computer Languages

| | | | |
|------------------------|-----------------|---------------------|-------------|
| Microsoft Visual Basic | Microsoft T-SQL | Active Server Pages | XML |
| Microsoft VBA | Oracle SQL | HTML | Java Script |
| | | CSS | |

Experience

Senior Trainer / Consultant

TMChandler Enterprises, San Jose, CA

2010 - present

ExecuTrain, Santa Clara, CA

1996 - 2009

- Taught advanced-level computer programming and application courses to hundreds of corporate and government employees, improving their skill and competency; consistently received high scores on student evaluations.
- Responded to customer needs by adapting and customizing course content.
- Developed new courses and curriculum for Instructor-Led and Distance Learning classes, resulting in increased training revenue.
- Designed VBA-enhanced Access/SQL Server-based databases that reduced workload, improved usability, and saved thousands of dollars for clients. Current clients include Genentech, VISA, Blue Shield of California, Santa Clara University, and the City of San Jose.
- Streamlined student enrollment process for the City of San Jose by creating and managing a database-driven web site, allowing students to view their training histories, thus simplifying the enrollment process and reducing time and expenses to administer the program.

Systems Administrator / Applications Specialist

Shilling and Kenyon, San Jose, CA

1994 - 1996

- Increased employee productivity by developing a variety of tax-based Microsoft Word templates used by more than thirty CPAs.
- Improved employee and client expertise by developing and teaching custom application courses to legal and financial professionals.
- Reduced employee downtime by automating software installations and updates.

Product Specialist

CCH Computax - San Jose, CA

1992 - 1993

- Trained customers all over Northern California and Nevada to use tax compliance software, increasing their effectiveness in providing services to their clients.
- Streamlined reporting procedures, saving time and money for the company.
- Installed and maintained hardware and software for internal users and customers, reducing downtime and increasing employee productivity.

Financial Systems Analyst

Physicians' Community Hospital - San Leandro, CA

1989 - 1992

- Supervised Novell Network
- Developed and installed PC-based accounting system that increased productivity and resulted in savings exceeding \$100,000 annually.

Education and Certifications

Microsoft Certified Technology Specialist

2009

Business Object Certified Professional - Crystal Reports XI

2007

Post Graduate Studies in Instructional Technology

San Jose State University

Microsoft Certified Product Specialist

Certified Novell Network Administrator

Novell, San Jose CA

Bachelors of Science, Business Management - Finance and Accounting

Brigham Young University, Provo UT



Consulting Projects

The following is a listing of some of the client projects I have developed over the years.

- **Hewitson Enterprises** **2009**
Created a Microsoft Access 2007 database for tracking real estate parcels, deeds, leases, transactions, property taxes, land uses, crops, mineral rights, and more. Solution greatly simplified the retrieval and data entry needs for multiple users.
- **City of San Jose – Employee / Class Registration System** **2002-2009**
Created an SQL Server / Microsoft Access 2000 database and web site for tracking employee class registrations. The solution allows students to sign up for classes and view their training history online, thus simplifying the enrollment process and reducing time and expenses to administer the program. Maintained and enhanced database and web site as needed.
- **Visa – Contracts Database** **2008 - 2009**
Created a Microsoft Access 2003 database for tracking legal contracts. Solution includes tracking multiple contacts, incentives, payments, amendments, notes, and external files per contract.
- **Visa – Corporate Events Database** **2008 - 2009**
Created a Microsoft Access 2003 database for tracking corporate events, hotel reservations, meals, and expenses. Solution included a web interface for entering new corporate events.
- **Genentech – System Request Tool** **2008 - 2009**
Created a Microsoft Access 2000 database for tracking system requests, their urgency, status, and the person responsible for fulfilling the request. Solution included a Microsoft Word template that allowed non-database users to submit new requests to the database via email.
- **Nikon Precision Instruments – Parts Locator Database** **2007 - 2009**
Converted FileMaker Pro database into a Microsoft Access 2000 database for tracking the location and status of thousands of system parts. Solution included writing code to export thousands of photos to external JPEG files and then linking those files to the appropriate Microsoft Access record.
- **County of Santa Clara – Adult Custody Mental Health Database** **2001 – 2008**
Created Microsoft Access 2000 database for tracking inmates and various mental health records including appointments, demographics, and bookings. In 2006, improved the stability and speed of the database by converting the solution to an SQL Server with a Microsoft Access front end. Maintained and enhanced the database as needed.
- **Blue Shield of California – Summary of Benefits Database** **2006-2008**
Created multiple Microsoft Access 2000 databases for tracking health care plans, benefits, drug riders, etc. Solution includes automated generation of health plan documents via Microsoft Word. Solution also includes a Microsoft Access add-on to facilitate storing data in rich text format (i.e. multiple fonts, sizes, and colors).
- **Stats ChipPac – TPRPC System** **2007-2008**
Simplified user interface and optimized VBA code in an Excel System for tracking orders.

- **Olson, Hagel and Fishburn – Master Files Database** **2008**
Redesigned and improved functionality of a Microsoft Access database for tracking location and status of law firm's offsite files.
- **Genentech – Case Review Tool** **2007**
Created a Microsoft Access 2000 database for quantifying and scoring employee performance as it relates to compliance with the company's standard operating procedures. Solution included automated exporting of various reports to Microsoft Excel for further analysis.
- **Nikon Precision Instruments – Help Desk Call Log Database** **2007**
Added a feature to an existing Microsoft Access database for creating multiple Microsoft Excel pivot tables and charts.
- **Sideman & Bancroft – Client Trademark Database** **2004-2007**
Created in 2004 and enhanced in 2007 a Microsoft Access 2000 database for tracking law firm clients and their trademarks.
- **Santa Clara University, Executive Development Ctr – Student Registration System** **2006-2007**
Converted multiple FileMaker Pro databases into one easy to use Microsoft Access 2000 database for tracking seminar registrations.
- **Santa Clara County Children's Shelter – Electronic Medical Record Database** **2003-2004**
Fixed and enhanced a broken Microsoft Access 2000 child tracking database into an electronic medical record database. Database tracks child demographics, admissions, discharges, doctor visits, nurse visits, progress notes, photos, prescription drugs, medication logs, to-do lists. Solution also includes an audit trail / history feature that tracks modified information.
- **Inside Source – Warehouse Inventory Database and Web Site** **2001-2004**
Created and maintained a Microsoft Access 97 database and web site for tracking warehouse inventory.