

C. DENNIS CHANDLER
Palo Alto, CA
(650) 823-2402
exav8r@yahoo.com

IT CONSULTANT, BUSINESS CONTINUITY/DISASTER RECOVERY

Business Continuity Manager with extensive business process and information technology experience creating vision and managing creation of plans aligned with industry best practices. Proven track record of developing comprehensive business continuity programs including project management, business impact analysis, disaster recovery and staff preparedness. Skilled in building and managing high impact, cross-functional teams, demonstrating strong diplomacy, communication and facilitation capabilities.

MAJOR ACCOMPLISHMENTS / HIGHLIGHTS

- Developed and led successful business continuity program for a fast-growing, high technology company ensuring proven corporate readiness from staff skill development to implementation.
- Initiated, planned and managed first crisis management and DR simulation exercises for a global internet company involving the successful recovery and testing of nine applications at a remote site.
- Won “Best customer implementation of the year” award (out of 75 companies) from software vendor as measured by timeliness, quality and ROI.
- Implemented, trained personnel and managed all business systems for a telecommunications company, as the fourth employee, from initial funding to \$75 million in sales during first three years.

PROFESSIONAL EXPERIENCE

CISCO SYSTEMS, Inc, San Jose

2007 – 2009

Global Program Manager, Business Continuity.

- Managed global program of Business Continuity, encompassing BC/DR Framework, Life Cycle, measurement, templates and structure for seven Global Business Processes and four Support the Business functions. Conducted 25 Executive meetings to determine high level requirements.
- Directed support of Toolkit software suite and liaison with IT for interfaces with Notification, Business Impact Analysis and daily integration of data resulting in improved performance and acceptance.
- Led Framework consisting of: Program Initiation, Risk Assessment, Business Impact Analysis, BC Plan development, Plan Testing and User Training and for continual improvement. Conducted two-day program manager conferences to optimize Executive and operational involvement.

YAHOO! Inc., Sunnyvale

2004 – 2007

Manager, IT Business Continuity Planning.

- Managed IT BCP/DR for the Sunnyvale headquarters; performed and implemented the BIA, with dependencies, for all mission-critical applications, including “one off”, little known applications.
- Created and trained Crisis Response Team for the Sunnyvale campus.
- Initiated primary DR replication environment and managed implementation projects for mission critical processes involving key revenue, financial and marketing applications resulting from BIA.
- Managed and conducted first CRT tabletop and remote disaster recovery exercises for the company, identifying responsibilities, and resulting in identifying key gaps and meeting all business objectives of the various stakeholders, including engineering and operations.

SBC CORPORATION, San Ramon

2004 - 2004

Enterprise Integration Test Project Manager. Contractor (3 months).

- Feasibility studies, cost avoidance modeling, metrics, governance and project management.

APPLIED MATERIALS, Santa Clara

1996 - 2003

Senior Manager, Disaster Recovery and Program Management.

- Managed the enterprise-wide Disaster Recovery program by coordinating and planning activities of cross-functional team members. Ten large-scale tests over 5 years, significantly improved recovery capability, and defined critical business functions and acceptable recovery time objectives (RTO's).
- Managed Business Continuity Planning for the Information Technology group, as BCP Leader, in creating the Business Continuity Plan, Crisis Management Plan, coordinated training exercises, documentation, IT risk assessments and audited increased response capability during crises.
- Managed Crisis Response Team for IT, including preparation and testing of Crisis Response Team Plan; also participated as IT representative for site-wide CRT Exercises.
- Directed key programs and led performance improvement for the Corporate Data Center.

CONNOR FORMED METAL PRODUCTS, Menlo Park

1993 - 1996

SBMC, INC., Santa Clara

RSP MANUFACTURING, Fremont

Director and Consultant, Information Technology.

- Selected, installed, tested and supported all hardware and software for selected systems, which included multiple 40 node network, encompassing 10 bar-coding stations and remote processing.

OTHER SIGNIFICANT EXPERIENCE

MARCUS & MILLICHAP, a Commercial Real Estate Company, Palo Alto

Director, Management Information Services.

- Managed programming & analysis, HP data center operations and business continuity practices, supporting HQ and 20 branch offices for a \$1.5 billion company. Directed 12 staff.
- Reduced expenses 45% by downsizing department applications, while reengineering support to improve level of service. Implemented the LAN-based Brokerage Information Services, Electronic Forms Package and Legal Agreements applications.

BUSINESSLAND, San Jose

Service Information Systems Manager, reporting to Vice President, Service.

ASPECT COMMUNICATIONS CORPORATION, San Jose

Corporate Systems Manager, reporting to CEO and CFO as fourth employee during initial start-up phase.

HEWLETT-PACKARD COMPANY, Palo Alto and Cupertino

Major Account Marketing Representative. Business Systems Marketing Center.

Facility Business Systems Manager. Corporate Headquarters Accounting.

EDUCATION

M.B.A. (Finance), Santa Clara University.

B.S. Chemistry, U.C.L.A.

CERTIFICATIONS

DRII/CBCP Business Continuity certification (pending)

PMI/PMP Project Management certification

Member of BRMA; attended multiple DRJ conferences

ISO9001 Quality Lead Assessor certification

MILITARY

Naval Officer and Aviator.