

COLE P. CHANDLER

Objective

Obtain a position that provides means of affecting positive change by serving others.

Education

MASTER OF SCIENCE – Texas A&M University – Galveston, Texas

Maritime Business Administration and Logistics
Graduation Date: May, 2021

BACHELOR OF SCIENCE – Texas A&M University – Galveston, Texas

Maritime Business Administration
Graduation Date: May, 2021

ASSOCIATES OF SCIENCE – Galveston College – Galveston, Texas

General Studies
Graduation Date: May, 2018

Work Experience

TECHNOLOGY TEACHING SPECIALIST – Galveston College – Galveston, Texas – January 2022 to Present

- Conferred with users to establish training requirements for new software systems.
- Developed skills with software applications Informer, Ellucian Self Service (myGC), LMS (Canvas), QLess, Microsoft OS, Office 365, etc.
- Delivered technical support for web-based products.
- Designed and implemented a program to train the college on the use of their new self-service software(myGC).
- Developed training content in a variety of technical formats, such as videos, digital content, or lectures and provided visual material.
- Scripted, recorded, and edited video training material.
- Exercised expert communication skills and provided instruction to any questions received in-person at the Welcome Desk, through email, or by phone.
- Kept up with developments in higher education via conferences, and research specifically regarding Pathway Advising Systems and Transfer Student Success.
- Measured progress of student-success development via reports for Title-V Grant compliance.
- Prepared evaluations of software or hardware and recommend improvements or upgrades.

IT TECHNICIAN – Texas A&M University – Galveston, Texas – June 2018 to March 2020

- Completed university infrastructure projects on time and under budget.
- Upheld key performance indicators in the IT customer support system for faculty, staff, and students at the University.
- Exemplified high-level competency in troubleshooting a vast array of technological equipment.
- Maintained records of daily data communication transactions, problems and remedial actions taken, or activities.
- Read technical manuals, conferred with users, and conducted computer diagnostics to investigate and resolve problems or to provide technical assistance and support.
- Answered user inquiries regarding computer software or hardware operation to resolve problems.

ADMINISTRATIVE SPECIALIST – Texas International Terminals – Galveston, Texas – May 2021 to January 2022

- Collected bids in compliance with company audit policies.
- Arranged bills of sale for customers.
- Communicated to customers and coordinated delivery of goods purchased.
- Tracked total sales of dry bulk commodities.
- Maintained accurate record of goods sold for accounting department.
- Performed forecast analysis on expected goods sold in coming months using Excel.

HOME HEALTH CARETAKER – Accent Care | Texas Home Health – Galveston, Texas – June 2020 to January 2021

- Administer bedside or personal care, such as ambulation or personal hygiene assistance.
- Perform healthcare-related tasks, such as monitoring vital signs and medication.
- Care for individuals or families during periods of incapacitation, family disruption, or convalescence, providing companionship, personal care, or help in adjusting to new lifestyles.
- Perform housekeeping duties, such as cooking, cleaning, washing clothes or dishes, or running errands.
- Advise clients on issues, such as household cleanliness, utilities, hygiene, or nutrition.

GRADUATE ASSISTANT – Texas A&M University – Galveston, Texas – March 2020 to May 2021

- Structured departmental information for Professors to advance the University’s business education interests.
- Improved curriculum standards and enhanced academic development of the Maritime Department and assisted professors with various projects and presentations using Microsoft Suite.

Acknowledgments / Community Service

AWARD NOMINEE – 2023 Employee Performance Award – Galveston College

- Recognized as an outstanding employee for always presenting a pleasant demeanor, exhibiting positive teamwork across departments, and developing effective college procedures.

VOLUNTEER – Audio Visual Support – K-2 Teacher – Church of the Living God – Galveston, Texas – 2 years, current

- Setup A/V equipment (microphones, projectors, lights, computers, iPad, speakers, ProPresenter), and engineer audio and video functionality during music performance.
- Maintain an organized classroom, provide guided lessons and activities to students in Kindergarten through Second Grade.