

MICKEY CHANDLER

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EMPLOYMENT

DIRECTOR, ISP RELATIONS & REGULATORY COMPLIANCE
Informz, Inc.

YEARS EMPLOYED (2005-PRESENT)
Saratoga Springs, New York

Increased delivery rates from high 80%-range to more than 95% by significantly reducing blocking and bounce issues.

Work directly with account managers and clients to ensure maximized, successful email delivery. Guide clients on best practices and legal compliance. Warn or sanction clients when practices found to be outside of legal or best practice guidelines.

Created ColdFusion scripts to monitor IP address reputation in multiple blacklists. Review bounce logs and SMTP transaction data to identify delivery issues.

Work directly with multiple Internet service providers to address delivery issues. Provide development and server administrators with specific feedback with a goal of improving client email delivery.

OWNER/CONSULTANT
Whizardries, Inc.

YEARS EMPLOYED (2001-PRESENT)
Center, Texas

Design and implement dynamic, database-driven websites using ColdFusion versions 4.5 through MX 7 in a Linux-based server environment.

Manage Linux-based server from running Redhat Linux versions from Redhat 10 to Fedora 6. Server software currently includes Apache2, ColdFusion MX7, PHP, postfix, and proftpd, along with appropriate control scripts.

Organized and prepared Intellectual Property litigation for client defending trademarked e-mail headers against infringement by domestic and foreign spammers.

ABUSE INVESTIGATOR
Mail Abuse Prevention System, L.L.C.

YEARS EMPLOYED (2000-2001)
Redwood City, California

Investigated reports of network abuse as a part of an outsourced abuse desk. Worked directly in complex Unix environment to perform various tasks relating to ongoing duties. These included verifying IP address ownership and routing, checking blacklist status, file organization, etc.

Trained anti-abuse/email compliance personal at various client companies. Testing/QA user of in-development abuse incident ticketing system product.

Assisted in litigation management and document preparation in several cases concerning alleged improper blacklisting by another company department.

LEGAL ASSISTANT
Law Offices of Keith Kisner

YEARS EMPLOYED (1997-2000)
Austin, Texas

Gathered, collated, and prepared material for settlement packages in a solo practitioner's personal injury practice. Gathered, collated, and prepared material in preparation for the filing of lawsuits. Drafted legal documents, including offers to settle, pleadings, discovery requests and responses, motions, notices, and subpoenas.

THOUGHT LEADERSHIP

Goal: Increase recognition of expertise relating to technology, deliverability, best practices and legal compliance relating to email.

SPAMSUITE.COM

YEARS ACTIVE (2007-PRESENT)

Online repository of legal documents relating to email litigation. Also includes ongoing legal commentary. The site has been referred to as “The Groklaw of spam.” Site averages 27,000 page views from 5200 unique visitors per month. <http://www.spamsuite.com>

SPAMTACULAR.COM

YEARS ACTIVE (2009-PRESENT)

Blog containing commentary on ongoing happenings in the email ecosystem along with best practice guidance and timely information on blacklists and reputation systems. Site averages 5,600 page views from 700 unique visitors per month. <http://www.spamtacular.com>

EDUCATION

MASTER OF SCIENCE (INFORMATION SYSTEMS)
TARLETON STATE UNIVERSITY – CENTRAL TEXAS

YEARS ATTENDED (2005-2007)
KILLEEN, TEXAS

Graduate level courses in computer information systems with an emphasis on team and project management.

CERTIFICATE OF COMPLETION (LEGAL ASSISTANT)
University of Texas – Austin

YEARS ATTENDED (1997-1998)
Austin, Texas

Studied all aspects of the practice of law and legal ethics as those subjects pertain to the legal assistant/paralegal.

BACHELOR OF ARTS (GOVERNMENT)
Angelo State University

YEARS ATTENDED (1992-1996)
San Angelo, Texas

Took pre-law courses. Selected to participate in an invitation-only self-paced research and writing class. The completed paper was selected by course instructor for submission for peer review for publication.

REFERENCES

AVAILABLE UPON REQUEST.