

## **PALMER TILDEN**

611 Orchard Ave. Santa Barbara, CA 93108 USA

**818-324-2372**

palmer@4dwizards.com - www.4dwizards.com

### ***Objective***

Develop Windows and Macintosh databases and applications using 4th Dimension.

### ***Skills***

4th Dimension database (Mac & Windows) programmer and designer  
Specialist in fixing and enhancing 4D databases created by others.

***Experience July 87 to present*** Contract programmer, developing custom 4D applications. These databases saved many thousand of dollars and hundreds of hours of employee time for companies such as:

#### **Amgen** Thousand Oaks, CA

Enhanced Amgen's 4D database that programs robots to make DNA. Amgen researchers order DNA sequences on the intranet. The database gives the robots the sequences specifications for each of the five robotic steps of creating the sequences. These sequences are then used in research to develop new ways to treat diseases.

#### **METROPOLITAN TRANSIT AUTHORITY - BRIDGES AND TUNNELS** New York City

Managed and enhanced 12 databases that kept track of revenue coming from toll and EZPass transactions in the worlds largest toll authority. 30 million transactions a month were imported into the database. Created a Matcher database that regularly imported and compared two text files in 4.5 minutes. Each file contained up to 100,000 records.

#### **GENENTECH** South San Francisco, CA

**Virtual Structure rhgh** Created a "cookbook" of the methods and processes for creation of experimental proteins. Since each protein or bio-chemical has different processing methods a virtual structure was created. The names and types of the fields were kept inside the structure of the database so users could define fields and field types to fit the protein project. One input form was able to fit data entry in any number of data types. Thorough data verification and error checking.

**Employee Time and Job Tracking** Revised an in-house database that logs the time that employees put into certain experimental bio-chemical projects. It was necessary to track each run and lot number for each protein type so that costs could more accurately be determined. Made database more generic because every department had different data entry and printing needs. Added ITK code to send results to the accounting department via the Intranet. The database works on Windows NT Server with both Mac and Windows clients.

**Trainee Tracking and Evaluations** Created a new database that allows supervisors to time employee learning curves. Included graphical representations of each evaluated employee.

## **SONY MUSIC RECORDING STUDIO** New York City

**Studio Scheduling** The data in the database they were using to schedule rooms for music and television recording sessions was damaged. This database was critical to their entire operation since they did not know who or when artists were coming to use their facilities. For example, the popular TV show “Who wants to be a Millionaire” was scheduled for a certain room at a certain time but since the database was non-functional they could not do any advance preparation for the show. I did emergency repairs to the massive 2-gigabyte data file and within hours the database was working and “the shows could go on.”

## **APPLE COMPUTER** Cupertino, CA

**Human Resource Call Tracking** Apple’s in house programmers created the previous Call Tracking database over several years. When I came to the project the database was crashing at least once a day. After evaluation we determined that a total rewrite and upgrade to the latest 4<sup>th</sup> Dimension was necessary. Redesign of the numerous screens was done so that one screen would handle the functions of 6 previous screens. This change alone saved Apple personnel much navigation time when time is critical. The Call Tracking database handles phone support for employees who have questions concerning their employment and usually need immediate answers. Extensive use of AreaList, PrintList, and MenuSet enabled the database to do complex functions that expanded the capabilities of 4<sup>th</sup> Dimension. The 4D Server handled around 25 users. When finished there were no reported cases of the database crashing.

**Health & Fitness Check-in, Exercise-Logs, and Testing** The Apple Health & Fitness Center database has many functions: Bar code log-in to the Fitness Center, auto-generated bar coded badges, exercise logs of 30 different exercises, health evaluations with comprehensive reporting, aerobic classes, class assignments, class check-in, appointment scheduling done with CalendarSet, equipment check-out, and preventive medicine evaluations. Importing, parsing, and exporting of new and terminated employee records was done with PowerPack’s plug-ins.

### **Developer Technical Support Electronic Mail Processing and Developer Assistance Database**

It took Apple 4D programmers 4 years to develop this database. More than 8 different programmers worked on this project. The database manages the incoming email from Apple Developers who have questions and problems that need the help of Apple Developer Technical Support personnel. An incoming email question comes in. The database sends back an email reply, then with the help of some parsing routines sends it on to a group who determines who should answer the question. The correspondence to and from the Developer and Tech Support are managed in the database, automatically sending and receiving email responses. Email files were compressed/uncompressed by the database.

When I was asked to upgrade the database to the latest version of 4D, there was a chart on the wall showing the monthly down time of the database. Analysis of the code found that there were no provisions for multi-users. Since 80+ Technical Support personnel used the database, it was critical that a code rewrite be done. We decided to scrap the old code and in 6 months I did a total rewrite of the code and forms. Many new features were added including replacing output forms with AreaList. It was interesting that no ordinary input or output forms were used in the database to improve the efficiency forms were all done with dialogs. TextAreaPlus was used on some forms to allow users to change to read-only or read-write text fields. Multiple hierarchical popup menus gave users more freedom to choose product classifications for the email responses. Upon completion of the new database, the chart on the wall was taken down.

**PRESS LEAP** New York, NY

**Automatic Job Costing** Fast turn around is necessary for this full color printing company. Ordering, job costing, invoicing, and multi-address shipping is done in this database for 24 hour guaranteed delivery. Speed of data entry was maximized.

**INDEPENDENT ADOPTION CENTER** Pleasant Hill, CA

**Adoption Database** Matches birthparents with clients in preparation for adoption. An additional browser interface allowed distant offices to track adoptive parents via the Internet.

**STANFORD UNIVERSITY** Palo Alto, CA

**Network Inventory** Managing the networking equipment check out and check in.

**PACIFIC BELL DIRECTORY** San Francisco

**Performance Evaluation System** Evaluation of phone book yellow pages order takers.

**SIGNET BANK** Richmond, Virginia

**Commercial Loan Tracking** Tracks the progress of commercial building loans of \$10 million and greater.

**NETWORK EQUIPMENT TECHNOLOGY** Redwood City, CA

**Management Information Tracking Library** Scans then catalogs the literature of the competition.

**3DO** Redwood City, CA

**Technical Support Database** Game company's database to support their game creators.

**PACIFIC BELL FITWORKS** San Diego, CA

**Health & Fitness Evaluations** Tracks exercises and physical fitness of phone company's employees.

*Oct 89 to Jun 90*

**FALCON MICROSYSTEMS** Redwood City, CA

Instructor Beginning and advanced classes in 4th Dimension

*Education*

4D Web Development Training – 4D Inc. - 2001  
4D In-Depth and Optimizing Your 4D Code – Aci US - 1999  
4th Dimension in a Multi-Platform World – Aci US - 1994  
4th Dimension Multi-user Training - Acius - 1991  
4th Dimension Advanced Training - Acius –1989  
Advanced Concepts in 4D - Generation Four - 1989  
Ten years training - Slydini School of Magic - 1970-1980  
BA - Sacramento State University - 1970

*Special Skills*

Innovative. Proven ability to understand user needs, translate requirements into specifications, and implement solutions. Effective in self-managed projects and as a team member. Fast efficient high quality work. Expert in Web Positioning: the art of getting your web site at the top of the list when someone does a search in a web search engine such as Yahoo or Google.

*The important thing is that I can make a difference.*