

ANDREW FRANCIS

Artist, potter,



ceramist, technician, consultant

EDUCATION

University of Massachusetts, Amherst, MA – Bachelor of Fine Arts - Ceramics, 2002

Kent State University, Kent, OH – Studied ceramics and fine arts

University of Connecticut, Storrs, CT – Language, liberal arts, fine arts

TECHNOLOGY

- High proficiency with HTML 5, CSS3, Bootstrap 4, some JavaScript experience
- Expertise with Microsoft Office Suite; Adobe Illustrator, Photoshop, and Dreamweaver; Camtasia video editing; OCR scanning; advanced MS Excel data manipulation
- Advanced working knowledge of Mailchimp HTML email platform including solutions to compatibility issues with MS Outlook
- Expert Windows 7 & 10, Windows SBS/Exchange 2010 server support technician
- Advanced database development and management skills using MemberMax, Filemaker Pro, YourMembership AMS
- Working knowledge of Amazon Web Services and FTP
- VOIP phone system experience, both hosted and in-house

WORK EXPERIENCE

8/2017 – present

Systems manager—Community Forklift

- Specs, designs, and implements new technology solutions
- Manages website, server, database, and phone systems

2/2006 – 5/2017

Director of Systems & Community Engagement—American Academy of Orthotists & Prosthetists

- Responsible for all IT systems including servers, workstations, portables, and VOIP phone system
- Sourced IT contractors and negotiated contracts
- Managed organization's database using MemberMax, Filemaker Pro, and YourMembership AMS
- Oversaw website content, developed HTML, CSS, Javascript for the site
- Managed HTML email campaign solutions using Mailchimp and other tools.
- Developed website solutions to achieve the goals of the board of directors
- Solved constituent website and learning center issues as tier 2 support technician
- Worked with board of directors to manage the organization's Scientific Societies and Chapters

8/2003 – 6/2005

Executive Director—the Guild Studio School, Easthampton, MA

- Developed annual budget, both short and long term goals working with the board of directors
- Identified and managed funding sources
- Managed events including annual appeal, special events, and outreach programs
- Performed all administrative tasks
- Managed all faculty hiring, and class scheduling
- Created all print and web media, signage, press releases, website content, and advertising

6/2001 – 8/2003

Assistant Director/Ceramics Instructor—Snow Farm, the New England Craft Program, Williamsburg, MA

- Planned activities for 42 students on a residential art school campus
- ‘Go-to-person’ for 15 instructors and staff members
- Planned and taught ceramics, both sculpture and pottery
- Worked with students to meet deadlines and goals

9/1998 – 8/2003

Lead Teacher—Pittsfield School System, Pittsfield, MA

- Taught middle and high school art and ceramics including drawing, painting, printmaking, sculpture, some art history, and various crafts
- Managed material purchasing, and processing of student ceramic work

5/1996 – 9/2000

Executive Assistant, Teacher, Studio Manager—Interlaken School of Art (now IS183), Stockbridge, MA

- Managed IT and membership for non-profit art school
- Worked in general office capacities as needed
- Oversaw building maintenance and repair
- Managed all aspects of a ceramics studio
- Set up for events and exhibits including hanging art shows