

EDDIE FRANCIS

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EDUCATION

- Master of Professional Studies in Strategic Leadership** **2020**
Tennessee State University
College of Public Service, Department of Public Administration
Professional Project Title: "Fyre: A Case Study of How Followership in Organizations Is Influenced by Narcissistic Leadership"
Advisor: Rodney Stanley, Ph.D.
- Bachelor of Arts in Mass Communication, Broadcast Productions** **1995**
Loyola University New Orleans

INTERESTS

- Instructional: Communications and organizational leadership
 - Relevant organizational leadership master's degree coursework:
 - Conflict Management and Negotiation
 - Current Issues in Leadership
 - Globalization and the Professions
 - Human Resources Management
 - Leadership and Communications
 - Leadership in Organizations
 - Professional Studies Issues and Ethics
- Research: Narcissism in leadership
- Public speaking and thought leadership: Organizational and personal branding, emotional intelligence in leadership, followership practices, and the value of identity

MARKETING AND COMMUNICATIONS EXPERIENCE

- Director of Communications & Marketing** **2019-2023**
Dillard University
- Serving on presidential cabinet, provided strategic leadership and direction for institutional messaging and branding.
 - Served as university media contact and spokesperson.
 - Managed budget of nearly \$470K.
 - Nominated AMA Foundation Higher Education Marketer of the Year 2021 and 2022.
 - Led university brand refresh and launched "Write Your Legacy" brand campaign. Wrote RFP, led vendor selection process, and managed yearlong effort focused on market research.
 - Negotiated licensing agreement for Sam's X HBCU program. Created Shop DU webpage to provide stakeholders with single, convenient location to purchase licensed Dillard University merchandise.
 - Led university website rebuild. Wrote RFP and led vendor selection process.
 - Led reorganization of current website, including implementation of vanity URLs. Led effort to secure SSL certificate for dillard.edu.
 - Leveraged university social media to keep stakeholders informed of campus news and activities; maintained institutional brand awareness and reputation.
 - Launched TikTok account; grew over 11,263% in first year.
 - Increased YouTube subscribers by 225%.
 - Activated LinkedIn account; increased followers by over 46%.
 - Increased Instagram followers by over 69%.
 - Increased Twitter followers by over 27%.
 - Increased Facebook followers by over 24%.
 - Created online newsroom to provide convenient stakeholder access to university news.
 - Created, produced and hosted university podcast "Conversations on the Oaks."
 - Served as editor-in-chief of *Dillard Today* and *The President's Newsletter*.
 - Committees:
 - COVID-19 Task Force, Communications Chair
 - Dillard University Commission on Sexual Assault, Awareness Committee.
 - University representative for GNO Inc.'s StudyNOLA initiative.

Consultant**2021-2022**

University of Washington

- Served as reviewer for the Housing and Food Services' Office of Communications and Marketing.
- Collected data through team and partner focus group interviews.
- Evaluated data and provided recommendations to leadership for efficient operation and use of available resources.

Director of Communications**2012-2013**

Paul Quinn College

- Crafted media outreach strategies, prepared personnel for media interviews and public speaking engagements, and coordinated press conferences.
- Increased social media engagement:
 - Increased Twitter followers by nearly 60%.
 - Increased LinkedIn followers by nearly 50%.
 - Created Facebook and YouTube pages.
- Represented college externally.
- Branded and created marketing strategy for Center for Fundraising and Philanthropy, the first of its kind at an HBCU.
- Produced alumni profile videos for fundraising appeals.
- Managed PQC.edu. Created more than 100 web pages to better serve stakeholders and increase SEO.
- Co-managed recruitment collateral project. Wrote creative brief, edited, and wrote copy.
- Made submissions to AME Church's 10th District monthly newsletter.
- Served as interim admissions director.
- Formed Quinnite Ambassador student group to increase college's recruitment resources.

Director of Public Relations**2007-2012**

Southern University at New Orleans

- Crafted media outreach strategies, prepared personnel for media interviews, coordinated press conferences, and represented university externally.
- Managed campus publications, sports communications, social media, and photography.
- More than quadrupled positive media exposure.
- Designed institutional logos, athletics department logo, and Quality Enhancement Plan logo.
- Designed billboard for airport campaign.
- Introduced marketing standards and guidelines.
- Developed slogan and provided input on core values as part of 2011-2016 strategic plan.
- Led public relations effort to defeat 2011 State of Louisiana proposal to remove SUNO from Southern University System. Created online information center, coordinated letter-writing campaign, advised alumni, advised non-partisan public policy organization, and coordinated social media campaign.
- Redesigned university web site and added over 100 essential pages to better serve stakeholders and increase SEO.
- Directed, voiced, and oversaw post-production of unprecedented institutional television commercials. Wrote copy for broadcast advertising. Designed layouts for print, digital advertising, and billboard campaigns.
- Created Twitter, Facebook, and YouTube accounts.
- Chaired public relations committee.
- Chaired marketing subcommittee for SACSCOC 2011 accreditation visit.
- Co-chaired information technology committee.
- Co-founded SUNO Sports Hall of Fame.
- Created Gulf Coast Athletic Conference logo and presented on social media management at annual meeting.
- Reduced university's print expenses by rebidding contract.
- Led effort to reduce athletics department's travel expenses by leading investigation into new bus vendor.
- Formed coalition of local college and university campus communication directors.
- Designed and laid out annual reports, strategic planning publications, economic impact study, media kit, and athletics media guides.

On-Air Talent and Producer**2015-2017**

iHeartRadio New Orleans (formerly Clear Channel Radio New Orleans)

- Co-produced and contributed to award-winning "Sunday Journal" talk show on top-rated adult urban contemporary WYLD-FM, 2003-2012.
- Produced and co-hosted weekly "Real Talk" talk show on top-rated urban contemporary WQUE-FM, 2007-2012.

- Voiced and produced promotional spots and client advertising.
- Created and managed web pages and social media platforms for “Sunday Journal” and “Real Talk”.
- Won 2011 Press Club of New Orleans’ Excellence in Broadcasting “Best Radio Entertainment Feature” for interview with Rwandan genocide survivor Immaculée Ilibagiza on “Sunday Journal”.
- Created monthly education segment, the “Sunday Journal Success Series” and “NOLA 3.0.”
- Produced special editions of “Sunday Journal” and “Real Talk” on location.
- Began as intern and hired as promotions assistant (1993). Served as interim promotions director and promoted to assistant promotions director (1994). Became on-air personality and morning show producer for WQUE-FM and hosted several shows as swingman (1996). Joined WYLD-FM air staff, hosted “Studio 98” party show (2000).
- Interviewed such luminaries as: Arne Duncan, U.S. Secretary of Education; Dr. Rod Paige, former U.S. Secretary of Education; Maurice White, late Earth, Wind & Fire lead singer; Kem; Dr. Cornel West; Melissa Harris-Perry; Danny Glover; Louis Gossett Jr.; and Stan Verrett, ESPN anchor.

Production Assistant

1988-1990

WWL-TV

- Assisted with set building and preparation for productions.
- Ran teleprompter for weekend news.

TALENT ACQUISITION AND CAREER DEVELOPMENT EXPERIENCE

Talent Acquisition Partner

2019

Lowe’s

- Consultative business partner to New Orleans and Mississippi Gulf Coast hiring teams.
- Recruited for store leadership roles and other roles on store and district levels as needed.
- Presented roll-out of company’s talent acquisition program to district store leaders.
- Brand ambassador, hiring event coordinator, and candidate relations management.
- Reached out to local organizations to source talent.
- Promoted vacant store positions via social media, outreach, and personal networks.
- Coordinated in-store hiring events and attended career fairs to build talent pipeline.

Recruiter

2015-2019

Cielo

- Certified, Cielo Diversity and Inclusion Program, 2018. Member, Cielo Diversity Network.
- Partnered with hiring managers to fill open positions in customer service, administration/clerical, sales and information technology roles.
- Reviewed résumés in ATS, interviewed qualified applicants by phone, and presented candidates to hiring managers. Scheduled follow-up interviews with hiring managers and made offers to candidates on behalf of hiring managers. Negotiated salaries where needed and assisted with onboarding.
- Sourced candidates externally via job boards, additional job postings, employee referrals, search engines and social media, email campaigns, and personal networks.
- Quest Diagnostics account:
 - Placed over 625 candidates in open roles.
 - Represented Quest as Jobipedia.org Hiring Expert.
 - Wrote guidelines for recruitment team’s eblast campaigns based on Quest’s marketing guidelines.
 - Team won company’s highest honor—2017 Erin Lange Service Cup Award.
 - Participated in virtual career fairs.
- Staples account:
 - Exceeded fill goal by 40% on sales training recruitment project.
 - Lauded by Staples’ diversity and inclusion team for proactive, resourceful approach to sourcing diversity candidates.
 - Produced blog entry for partner web site to attract diversity candidates to assist Staples’ diversity and inclusion efforts.

Contract Talent Acquisition Specialist

2015

Korn Ferry

- High volume sourcer for Tyco SimplexGrinnell.

- Sourced utilizing Monster, CareerBuilder, Indeed, LinkedIn, ZoomInfo, and social media. Also utilized employee referrals, cold calling, and networking to perform targeted nationwide searches.
- Sourced candidates via Taleo and managed external candidate pool via Loop.
- Posted requisitions via Workable, Bullhorn Reach, and social media.

Recruiting Consultant

2013-2015

Career Resource Services

- Project team lead for Caliber Collision. Additional projects included Healthcare Service Group, Sprouts Farmers Market, and StatLab.
- Led effort to brand Caliber's recruitment social media platforms.
- Earned consistent excellent performance reviews for leadership, communication, collaboration, client management, database management, and high level of adaptability.
- Managed applicant pools via Big Biller.
- Represented clients at career fairs and various external recruiting initiatives.

Louisiana Area Manager

2000-2007

Monster Worldwide, Making It Count Programs

- Marketed and presented programs to high schools and colleges throughout Louisiana and southern Mississippi.
- Increased district program exposure 1,900%.
- Ranked one of top 5 speakers in division.
- Conducted over 1,250 presentations for more than 250,000 high school and college students in 28 states. Largest audience addressed was 3,000 students at Texas Southern University.
- Managed four direct reports.
- Leveraged media experience and relationships to earn MIC exposure in local media outlets.
- Developed and conducted workshops on audience management and vocal dynamics.

TEACHING & TRAINING EXPERIENCE

Adjunct Instructor

2021

Tulane University School of Professional Advancement

- Cultural Bias in Communications (MDES 2910-15), Media + Design Program - Built and taught course.

Volunteer Instructor

2021

Dillard University University College

- First Year Seminar (FYS 102) - Conducted sessions both in the classroom and online.

Adjunct Instructor

2015-2017

Dallas College

- Branding Your Organization Effectively, Nonprofit Management Certificate Program

SELECTED THOUGHT LEADERSHIP

- "No More 'Soft Skills'," For Our Edification, Apr. 27, 2023
- "Deion Sanders Is No Hero for Jackson State Univ.," Off the Bench with Mark Wiggins, January 16, 2023
- "Write Your Legacy," Conversations on the Oaks, November 29, 2022
- "Ten Takeaways from AMA's Higher Ed Symposium," LinkedIn, November 13, 2022
- "Why I Researched Narcissistic Leadership and What Should Concern You," Medium, January 7, 2021
- "A Tale of Two Brands: Teddy Riley v. Babyface," LinkedIn, April 21, 2020
- "The Psychology of Hazing," For Our Edification, October 5, 2019
- "Are HBCUs Still Relevant in 2019 w/ Eddie Francis," Black Excellence, Black Wealth, Black Power, July 23, 2019
- "Guess Who's Coming to Meeting: Divine Nine Chapters and Organizational Culture," Black Greek Success Blog, December 10, 2017
- "Narcissism, Bullying and Racism's Attempts to Quiet Emotionally Intelligent Voices," Medium, November 25, 2017
- "Being a 'Best Place to Work' Is Good for Business," Identity and Value, August 10, 2017
- "Expressing Your Personal Brand Through Public Speaking," LinkedIn, April 11, 2017
- "The Evolution of HBCU Marketing: Employer Branding," LinkedIn, July 19, 2017
- "HBCUs Changed How I View Educational Success," The Huffington Post, October 9, 2016

- “Behavioral Interview Questions Provide Golden Personal Branding Opportunities,” Careers in Government, September 11, 2016
- “When It Comes to Measuring Quality, College Graduation Rates Miss the Mark,” The Huffington Post, August 7, 2016

SELECTED MEDIA APPEARANCES

- Guest - “We All Have to Sing the Same Song,” Marketing Tales with Chris Rapozo, March 9, 2023
- Quoted - “Got College? Can a National Marketing Campaign Change the Souring Conversation About College?” The Chronicle of Higher Education, December 16, 2022
- Guest - “HBCU Marketing in a Post-Pandemic World,” Higher Voltage Podcast, June 16, 2021
- Guest - “Communicate Constantly: Lessons from HBCU Comms,” Thought Feeder Podcast, July 28, 2020
- Guest - “Career Development with Eddie Francis,” Radio Azad’s “Peace in the Home Show,” November 2, 2016
- Contributor - Career Segment, WYLD-FM’s “Sunday Journal,” 2014-2019
- Host - “HBCU Lifestyle Podcast,” HBCU Lifestyle, 2014-2017
- Contributor - “The HBCU Nation Radio Show,” SiriusXM Channel 142, 2013-2017

SELECTED PANELS AND PRESENTATIONS

- Presenter - Communications Skills Training, Urban League of Louisiana PRIDE Leadership Academy, 2016, 2021 and 2023
- Presenter - “A Positive Mental Attitude Is a Team Sport,” Goodr Company Retreat, 2023
- Guest Lecturer - Principles of Marketing (MKT 213), Dillard University, 2022
- Panelist - “How Campus Executives Can Support Strategic Social Media,” Campus Sonar, 2022
- Guest Lecturer - Health Communication in the Age of COVID (PRPA 3912-81), Tulane University School of Professional Advancement, 2021
- Panelist - “Marketing and Enrollment for Higher Education,” Centerfield Education, 2021
- Panelist - “Navigating a New Era in Strategic Communication on Campus,” Association of College and University Housing Officers – International State of the Profession Conference, 2021
- Panelist - “Navigating a New Era in Strategic Communication on Campus,” Association of College and University Housing Officers – International Business Operations Conference, 2020
- Presenter - “The Black Greek Success Program,” Southeastern Louisiana University, 2006, 2013 and 2019
- Presenter - “The Black Greek Success Program” and “Lectures to Livelihood,” Big XII Conference on Black Student Government, 2018
- Presenter - “We’re Scholaaars Making Dollars! Leveraging Your Personal Brand for Career Opportunities,” Alpha Phi Alpha Fraternity Inc. Texas Council of Alpha Chapters District Conference, 2018
- Guest Lecturer - Technology, Society and Culture (LAS 432), DeVry University, 2017
- Presenter - “The Black Greek Success Program” and “Lectures to Livelihood,” Northwestern State University, 2017
- Presenter - “What’s the Story? Creating an Effective Brand Narrative,” The Money Doctor, 2017
- Presenter - “What’s the Story? Creating an Effective Brand Narrative,” National Funeral Directors & Morticians Association Matthews International Master Class, 2016
- Panelist - Young Entrepreneur Panel, Collin County Small Business Expo, 2016
- Presenter - “The Black Greek Success Program,” University of North Alabama, 2015
- Speaker, “Why We Achieve” Speaker Series, Dillard University, 2015
- Presenter - “Branding Your Organization Effectively,” Broward County Human Services Department Office of Evaluation and Planning, 2014 and 2015
- Workshop Presenter - #Leaders4Diversity Conference, Tarleton State University, 2014
- Panelist, “Greek Life 101” Twitter Chat, College Summit, 2014
- Panelist, Social Media Chat on Fraternity Hazing, Al Jazeera America, 2014
- Presenter, Personal Branding, Dallas College LeCroy Leadership Conference, 2014
- Presenter - “The Black Greek Success Program,” Texas A&M University-Commerce, 2014
- Keynote Speaker - Martin Luther King Jr. Day Banquet, Tarleton State University, 2013

SELECTED AWARDS AND RECOGNITION

- Higher Education Marketer of the Year (Nominee) - AMA Foundation, 2021 and 2022
- Top 10 Education Podcasts (“HBCU Lifestyle Podcast”) - Podbean, 2014, 2015 and 2016
- Excellence in Broadcasting Best Radio Entertainment Feature - Press Club of New Orleans, 2011
- Staff Performance Award (Nominee) - Southern University at New Orleans, 2009
- 30 People to Watch - New Orleans Magazine, 2000

COMMUNITY AND PROFESSIONAL ORGANIZATIONS

International Leadership Association	2023-Present
Public Relations Society of America	2021-Present
American Marketing Association Committee member, Symposium for the Marketing of Higher Education, 2021-present	2020-Present
National Association of Black Journalists	2020-Present
Purposeful Philanthropy Foundation <ul style="list-style-type: none">• Board member• Led branding effort and built website	2019-Present
Alpha Phi Alpha Fraternity Inc. <ul style="list-style-type: none">• Communications team, Pi Pi Lambda alumni chapter• Former PR chair, Rho Nu Lambda alumni chapter• Created Facebook, Instagram and Twitter accounts for Southwestern Region• Publicity Chair, 2015 Southwestern Regional Convention. Broke attendance record.	1989-Present
Society of Human Resource Management	2019
Inspiring Tomorrow's Leaders <ul style="list-style-type: none">• Board chair, 2016-2018• Led branding effort and built website	2014-2018
Press Club of Dallas	2012-2013
Press Club of New Orleans	2011-2012

SKILLS AND PROFICIENCIES

Leadership:

- Emotional intelligence
- People management
- Communication
- Collaboration
- Conflict resolution
- Self-awareness
- Creative problem-solving
- Adaptability
- Decisiveness
- Budgeting
- Project management

Public Relations and Communications:

- Public speaking
- Communications plan development
- Media outreach and relations
- Journalism and editing
- Press release composition
- Crisis management
- Op-ed writing and coaching
- Speech writing
- Internal communications
- Public speaking coaching
- Social media management
- AP Style writing
- Talking points development
- Content creation
- Desktop publishing

Marketing:

- Focus group development and management
- Data analysis
- Positioning
- Brand strategy and development
- Value proposition identification and development
- Website management
- Copywriting
- Survey development
- Employer branding
- Personal branding
- Search engine optimization
- Email marketing

Talent Acquisition:

- Full life cycle, high volume recruitment
- Candidate sourcing and cold calling
- Job description writing, evaluation, and editing
- Candidate sourcing and recruitment
- Salary negotiation
- OFCCP compliance
- Résumé review, editing, composition, and redesign
- Interview preparation

Technical:

- Audio/visual production and editing
- Adobe InDesign
- iOS Pages
- Canva
- Content management systems - WordPress, Wix, and Dreamweaver
- Google Drive and Dropbox
- Email platforms - MailChimp and Constant Contact
- Basic HTML
- Microsoft Word, Excel, PowerPoint, and Outlook
- Learning management systems - Canvas and Brightspace
- Applicant tracking systems - Taleo, ADP, and Bullhorn