

GENEVIEVE FRANCO

LIBRARY PUBLIC SERVICE SPECIALIST
WRITER / DESIGNER

CONTACT

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PROFILE

A professional creative with over six years' experience in customer service, writing and visual narration/design - aiming to facilitate community engagement and education by way of instructional programs.

SKILLS

Clerical

Microsoft Office	Letter/Proposal Writing
Public Speaking	Editing/Proofreading
Presentation	Phone Etiquette
Data Entry/45 WPM	Monetary Processing

Logistics/Software

Demco	SAM Activity Manager
Hootsuite	Constant Contact
Outbound	Banner/Blackboard
Raiser's Edge	Google Drive/Office
Counterpoint	Sirsi WorkFlows
Box Office	Canvas

Social

Active Listening	Peer Training
Conflict Resolution	Reliable/Presentable
Customer Service	Task Delegation
Informal Teaching	Friendly Demeanor

Art/Design

Blender	Adobe Creative Cloud
Storyboarding	Audacity
Concept Art	Cura
Final Cut Pro	Brackets
Sculptris/ZBrush	Canva
Final Cut Pro	

EDUCATION

College of William and Mary

Williamsburg, VA
B.A. in English
Art and Art History Minor
2011 - 2013

EXPERIENCE

Library Assistant

Chesterfield County Public Libraries - Chesterfield, VA
July 2021 - Present

Instructional Designer - Course Builder

Virginia Commonwealth University - Richmond, VA
September 2020 - Present

Public Service Specialist (Teens)

Henrico County Public Libraries - Henrico, VA
July 2017 - July 2021

Narrative Writer/Designer (Remote)

Polyfountain Media, LLC - Haverhill, NH
August 2013 - June 2019

Marketing/Evaluation

Brandylane Publishers, Inc. - Richmond, VA
August 2016 - January 2017

Visitor Services Associate

Virginia Museum of Fine Arts - Richmond, VA
October 2014 - May 2019