

Emily N. Dean

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Strengths

Proven success in designing and delivering strategic communications, multi-faceted projects, training and expert technology support online and in person. Recent outcomes include increase in usability and efficiency and decrease of time-consuming data entry through intentional, cost-effective application of technological tools to database, technical and administrative functions. Demonstrated accomplishment in envisioning better tools and resources for users and carrying through with solutions that surpass expectations. Varied experience in applying high creativity, high energy, intense communication skills and technological enhancements to organizational objectives.

Professional

Manager of Collections Information Systems in Conservation and Collections Management at the Boston Museum of Fine Arts (MFA) (April 2008-Present) Responsibilities include (but are not limited to):

- Managing Staff: Collections Information Systems Programmer and Image Collection Specialist
- Application and SQL Resource Development
- Database, Web and Sandbox Server Management
- Maintenance and expansion of the MFA's Collections databases
- Working on a consortium team for a Mellon pilot project of open-source sharing of data and images generated as a result of collaborative conservation efforts for Southworth and Hawes Daguerreotypes

Database Systems Administrator --SQL Administrator, Application/Software Developer, Report Writer, Solution Specialist and Server Manager at the School of the Museum of Fine Arts (SMFA) in Boston (February 2006 – April 2008) Accomplishments include:

- Implemented an online application enabling students to register for courses and interact with administrative data online
- Project management for implementing Jenzabar Internet Campus Solution
- Created Network of Intranet Applications to provide critical resources for staff
- Developed and execute unprecedented weekly data imports from Tufts (co-op school)
- Transitioned to upgraded servers for Data Storage, Website Hosting, and Terminal Services
- Mass upgrades of software packages via Microsoft SMS
- Implement various resource solutions involving programming in SQL, VB, ASP/VBScript/HTML, DTS Packages, Scheduled Procedures, Triggers and more
- Design of various reports using Crystal, InfoMaker, Access, Excel and ASP

Computer Systems Trainer / Designer, Coordinator and Facilitator of Technology Training in Information Services at the Boston Museum of Fine Arts (MFA) (2000-2006)

- Created and delivered technology training to entire administrative and volunteer staff of MFA
- Trainer and presenter for the Fine Art of Service program, an initiative to position the MFA foremost as a customer-service entity in the minds of staff and the global community (2000-Present)
- Provide escalated technical support for desktop and networking throughout the museum's locations, and play a crucial role in the creation of various museum database and Web projects

Database Coordinator / Web Designer, Database Designer and Programmer for Information Resources at MFA (1999-2000). Worked during this time with SQL, ASP, VB, HTML and Javascript, integrating the ART&MIS SQL-based database with Web and VB interfaces

Help Desk Technician at MFA (September 1999)

Technology Consultant and Web Presence Designer for entities in South Carolina, Connecticut, Massachusetts (1997 to present)

Network Installer/Troubleshooter at Furman University, Greenville, South Carolina (1997-1999)

Support Technician at Furman University's Help Desk (1997-1998)

Education

- Numerous technical training completions from certified organizations in Web, graphics, design, database, online presentation, programming and reporting applications
- Successful completion of American College self study courses in Financial Planning: HS 321 - Income Taxation (2004) and HS 318 - Insurance and Financial Planning (2003)
- Completed Multi-platform Interoperability for Web Content seminar at Worldwide Web Consortium (W3C), Massachusetts Institute of Technology under the direction of Tim Berners-Lee (2002)
- Bachelor of Arts at Furman University (1999) at age of eighteen
- Mary Baldwin College (1994-1996) Admitted at the age of thirteen through the Program for the Exceptionally Gifted sponsored by the Johns Hopkins University Search for Excellence

Additional Experience

- **Board Chair and Secretary** for emerging non-profit organization Boston Societies of Spontaneity - <http://bostonsos.org> (since 2007)
- Contract and private **consulting work** for various private and business entities
- **Project management** for technology deployments and upgrades
- All traditional media of **studio art**
- **Computer animation**
- **Systems and software expertise** in Windows Server 2003, Windows 2000 and XP, Mac OSX, W3C Interoperability standards, server security monitoring, Microsoft Office and collaboration tools including Exchange administration, archiving strategies, SharePoint, Photoshop, Flash, Crystal Reports, FileMaker, InfoMaker, Visual Studio and .NET, ArcServe backup, Systems Management Server (SMS), Terminal Services and Remote Desktop administration, Track-It administration, The Museum System (TMS), eMuseum, Enterprise (Oracle-based fund raising application) administration and training, Jenzabar EX, SQL Server 2000/2005 and key components including Enterprise Manager, Query Analyzer, SQL Profiler, SQL Management Studio
- Extensive training in **advertising design**
- Organization and event **coordination and leadership**

Presentations & Publications

- Invited Presenter at Collective Imagination International Conference of Museums 2009 in Amsterdam
- Invited Presenter at Jenzabar Annual Meeting (JAM) 2008 in Nashville, TN
- Guest Videoconference Presenter for Furman University IT department (2008)
- Personal Web presence at emilydeandesigns.com
- Facilitates museum-wide customer service skills training for the Fine Art of Service Initiative at the Boston Museum of Fine Arts
- Served as an Information Services Ambassador in MFA Focus Events, designing interactive multimedia experiences to familiarize the Board of Trustees, Governors and Overseers with the crucial role of technology in the MFA
- Active Member of Emerging Leaders New England since 2008
- Active Member of International MENSA since 1989
- Work featured in exhibition at the 2001 and 2008 Employee Art Shows at the MFA
- Work featured in exhibition at the 1999 Spring Art Show at Furman
- Juried multimedia-enriched exhibition with lecture (1999)
- Guest Lecturer in Furman's Computer Science department on graphic technologies (1999)
- Music and Artistic Residential Counselor for a state-level religious summer camp (1998, 1999)
- Numerous speaking engagements and oratorical competitions including Optimist Club, Rotary Club

Interests

- MFA softball team since 2000
- Gathering inspiration from varied travels to artistic centers of excellence
- Music, including guitar, piano, and occasional vocalist for gatherings
- Studio Art techniques