

# ARIANNA FRANCIS

SOCIAL MEDIA, PUBLIC RELATIONS & COMMUNITY RELATIONS

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## WORK EXPERIENCE

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### Community Relations Intern | New York Islanders | September 2025 - Present

- Prepares and executes community outreach initiatives including street hockey clinics, school assemblies and game-day operations
- Fosters working relationships with a wide range of charity partners, gaining an understanding of their mission to inform and connect with fans on game days
- Assists in the set up and execution of high-profile events such as media signing day, golf outings, and player-fan activations
- Leveraged interpersonal communication skills to sell 50/50 tickets on game day in support of the Hockey With a Heart effort

### Social Media Manager | Town of Clarkstown Camps | June 2025 - August 2025

- Established and grew the Clarkstown Camps' official Instagram account to over 1,000 followers in just under 40 days
- Conceptualized and designed visually engaging content that showcased the camp's daily happenings and special events
- Photographed, filmed, and edited media for output using Adobe Lightroom, Photoshop, and Canva
- Developed a strong connection to the community yielding consistent engagement

### Content Creator - Freelance | Air Force Academy Women's Basketball | May 2025 - Aug 2025

- Designs visually engaging graphics that are tailored to the client's needs
- Maintains brand consistency by aligning content style to their existing feed
- Offers professional insight and suggestions both creatively and strategically to enhance overall content performance

### Social Media Manager | SpeedSkills Hockey | January 2024 - Present

- Travels to various ice rinks to shoot educational, promotional, and general content of the coaches and their players
- Increased engagement by 356% over an 18-day period on Instagram
- Produces content from start to finish including filming, editing, color grading, and captioning
- Maintains consistent content generation schedule in accordance with the needs of the client

### Social Media Manager | Cortland Men's Ice Hockey | September 2023 - April 2024

- Established and cultivated the team's official TikTok account using strategic content planning, audience engagement tactics, and trend utilization to achieve 108.2k views and 10.8k likes over a 60-day period from its creation
- Shot, edited, and released content from practices and games on Facebook, Instagram and TikTok
- Covered walkouts, warm-ups, goals, and scores in real-time on game day via Instagram

### Intern | The Cortland Fund | September 2023 - December 2023

- Created social media posts to yield impactful donor contributions through the fund which supports SUNY Cortland's educational programs, addressing critical needs, and directly benefiting students and faculty while enhancing the overall college experience
- Designed creative and diverse graphics for marketing purposes to be used on social media and in print
- Strategically planned and executed events, including budget development, venue selection, promotional material creation and collaboration with university officials
- Maintained a consistent content output schedule on Instagram and Facebook accounts

### Photography Coordination Assistant | SUNY Cortland Marketing Office | April 2023 - May 2023

- Theorized and executed all marketing aspects of an academic photoshoot
- Recruited student models and efficiently coordinated shooting times based on mutual availability
- Fostered collaboration with multiple academic departments to secure facilities for the photoshoot

### Campus Manager | Fresh Prints LLC. | November 2022 - April 2024

- Utilized exemplary communication skills and strategic marketing techniques to pitch product campaigns to potential clients
- Leveraged strong relationships with multiple Greek organizations nationwide to build and maintain clientele
- Oversaw the entire client order process, ensuring meticulous attention to detail and delivering exceptional customer service

### Student Worker | Town of Clarkstown | June 2022 - August 2023

- Worked alongside the Public Information Specialist gaining experience in social media management, advertising and media production of an Emmy nominated show "Faith Matters"
- Generated compelling content for distribution across social media platforms and print
- Reinforced brand image and established consistency across social media platforms by enhancing and standardizing visual assets

## EDUCATION

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### Bachelor of Arts | State University of New York, College at Cortland | August 2020 - May 2024

- Major: Communications Studies, Concentration: Public Relations and Advertising
- Magna Cum Laude, President's List, Dean's List
- National Society of Leadership and Success
- Student Alumni Association

## SKILLS

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Social Media Management | Short-form Videography | Video Editing | Digital Marketing | Event Planning | Communication

## LEADERSHIP

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- VP of House Management, Delta Phi Epsilon, Spring 2023-Fall 2023
- Public Relations Chair, Delta Phi Epsilon, Spring 2022
- Recruitment Counselor, Panhellenic Recruitment, Spring 2022
- Website and Digital Editor, The Dragon Chronicle, Fall 2023-Spring 2024

## PHILANTHROPY

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- Raised over \$4400 for the CROP Hunger Walk for the years 2021-2023
- Volunteered with the Helen Hayes Foundation at their annual golf outing on the guest services team