

Mr. Darnelle Edwin Radford
2008 Federal Street, #301
Philadelphia, PA 19146
Phone: 215.410.1181 | Email: darnelle@red-fed.com

EXPERIENCE

COLLEGE OF PHYSICIANS OF PHILADELPHIA

September 2014 -

Information Technology Manager

Overseer of Technical Infrastructure of the College of Physicians of Philadelphia and Mütter Museum. Reporting to Chief Operations Officer, supporting Associate Director of Operations;

- Server management
- Network support
- Front of House Systems Support including software and merchant services
- Domain management
- Purchasing and Budgeting
- Help Desk support and Vendor relations
- Environment: 70% PC (Windows 10 Enterprise) 30% MAC (macOS)
- Administration of VoiceEdge PBX System, Office 365, AVAST Business Security, Microsoft Volume and Adobe Creative Cloud licenses

LOCAL R.E.P

December 2004 – Present

Founder and Producing Artistic Director | Represented Theatre Co.

Interpretation of the artistic vision as it pertains to our mission to promote creativity through the creation and exposure of new vessels of artistic expression.

- Producing - Handling Contracts, Space Rental, Account and Production Management.
- Staffing - Scheduling Interviews, Casting and Callbacks, Intern Recruitment.
- Marketing - Guiding Graphic Design, Print and Online Media promotional efforts.
- Development - Cultivating Fundraising, Sponsorships, Production Partners.
- Board Leadership - Chairman of the Board of Directors

Executive Producer and Host | REP RADIO

April 2009 - Present

- Production Curation and Creative Direction.
- Management and Training of Philadelphia and New York area contributors/
- Setting standards of REP RADIO interviews.
- Field Recording and Feature Reporting.
- Post Editing and Training using Apple Garageband and Audacity.
- Recruiting and Training contributing hosts and support staff.
- Booking Interviews and coordinating with Marketing contacts.
- Ensuring proper archiving of raw and completed interviews.
- Delivering new episodes notices to all social media channels.
- Webmaster of repradio.org (Sites run on Wordpress Network Platform)

Mr. Darnelle Edwin Radford
2008 Federal Street, #301
Philadelphia, PA 19146
Phone: 215.410.1181 | Email: darnelle@red-fed.com

APPLE, INC.

May 2010 - November 2013

Family Room Specialist (Certified Apple Trainer and Mobile Device Technician)

Certified to triage and repair service solutions for all Apple mobile devices (iPhone, iPod, iPad) and deliver customer training for all Apple products.

- Core Training focused on the psychology of customers and their needs.
- Ongoing technical and educational development of Apple products and services.
- Delivering one on one training sessions of Apple products and software.
- Delivering one on one and one to many technical support of Apple products, services and software.
- Setup and Data Migration from a customer's previous hardware to new hardware.
- Authorized repair of Apple iPhones.
- Educating customers of Apple Care coverage and limitations.
- Effectively setting proper expectations of all Apple Services.

Certifications:

Mobile Device Support - iPhone, iPod, iPad,
Training Certification: iLife Suite and iWork Suite

SOFTWARE AND TECHNICAL PROFICIENCY

TICKETING SYSTEMS: Tix.com, TicketLeap.com, Sales Force, VISTA, Venue Manager, Paciolan 6.0, Lotus Notes, Pro Venue, The Raiser's Edge, Brown Paper Tickets, EventBrite, Altru (Blackbaud) and Artful.ly

SOFTWARE: Facebook, Twitter, Yelp, HootSuite, Vimeo, Livestream/Mevo, Wirecast, You Tube, Tumblr, LinkedIn, Google+, Wordpress, Square, Hootsuite, iContact, Constant Contact, Mail Chimp, Buffer, Jetpack, Google Analytics, Roost, Photoshop, Contribute, Wordpress, MS Office (Word, Excel, Powerpoint), Quick Books (MAC & PC) and Lynda

ARTS EXPERIENCE

House Coordinator	LMCC River To River (NYC)	2014
House Manager	Keen Company (NYC)	2014
Marketing Director	Bckseet Productions (PHL)	2010
Teaching Artist	Curtain Call Creations (PHL)	2007

Mr. Darnelle Edwin Radford
2008 Federal Street, #301
Philadelphia, PA 19146
Phone: 215.410.1181 | Email: darnelle@red-fed.com

CONSULTATION

Since 2009, under contract to provide Marketing, Information Systems, E-Commerce, Customer Service and Front of House Operations consultation as "Red Fed Solutions". Previous clients: National Museum of American Jewish History, Philadelphia Theatrical Supply and Bckseet Productions.

VOLUNTEER WORK

American Historical Theatre Board Member	2014 –
Theatre Alliance of Greater Philadelphia SPARK Board Chair, Board Member and Barrymore Voter	2005 – 2012
Arts and Business Council of Greater Philadelphia Technology Consultant for nonprofit organizations seeking solutions.	2008 – 2010

EDUCATION

New York University Community College of Philadelphia Art Institute Of Philadelphia Atlantic Cape Community College	Arts Administration Communications Multimedia and Web Design Liberal Arts / Perf. Arts Option
--	--

REFERENCES

Scott Franco
Veterinary Specialty & Emergency Center
Email: sfranco@vsecvet.com
Office: 215-809-2532 Mobile: 267-570-6229

Albert Lee, Content and Social Media Manager
City of Philadelphia, Government
Email: albert.lee@phila.gov
Office: Mobile:215-805-7893

Mitchell Weiss
Author, The Business of Broadway
Email: mitch@justlearnsomething.us
Office: 215-627-2727 Mobile:646-645-9243

Theatrical Resume available upon request.