

Matthew Richard Frank

Professional Experience

Director of Operations
Supportive Services Manager
Chelsea Housing Authority
Chelsea, MA

2024-Current
2020-2023

- Develop and implement a workforce development plan for residents
- Create and manage supportive services programs
- Advise and work with residents behind on rent on settling arrears and obtaining assistance
- Communications with partners and the general public for CHA matters
- Design programs and facilitate projects that offer support and services to CHA residents
- Work with other CHA staff to work with individuals in need of assistance or direction
- Project manager for multiple major projects across the CHA portfolio
- Act as hearing officer for CHA grievances

Executive Director
Fields Corner Main Street
Boston/Dorchester, MA

2016-2019

- Revived a dormant in-debt Main Street program
- Helped local businesses succeed by teaming them up with resources and offering assistance in working through red tape and other issues
- Recruited businesses to the Main Street District and created an atmosphere of growth
- Worked with the few remaining board members to build the board back up to 8 members
- Created and implemented a plan to purchase December holiday decorations along with a plan to hang Vietnamese lanterns for the first time during Lunar New Year in an area with a significant Vietnamese population
- Executed a community driven rebranding of the Main Street program and Fields Corner area
- Worked to have Fields Corner listed as a Boston Magazine highlighted neighborhood in the Best of Boston 2017
- Lead an effort to remove a blighted billboard from the entrance of the Main Street District
- Developed Comprehensive communications plan across multiple platforms both analog and digital

Communications Manager
Harvard Square Business Association
Cambridge, MA

2007-2013

- Maintained a Filemaker Database of all businesses in and around Harvard Square
- Distributed information to the association membership
- Wrote and distributed press releases and acted as a point of contact for press inquiries
- Coordinated meetings between business owners ensuring times and locations worked for everyone
- Directed and recruited interns, supplemental staff and contractors
- Project manager for the Harvard Square Wi-fi access project
- Acted as project manager for two new website launches and continued maintenance that resulted in a web traffic increase from 7 thousand to 50 thousand visits a month
- Participated in a membership outreach program that resulted in the doubling of the membership
- Cultivated a social media presence that started at 0 and grew to 30K Facebook fans and 10K Twitter followers
- Planned major events that were attended by over 100,000 participants
- Recruited and worked with 250 vendors for major events to ensure proper placement, completed paperwork and documentation with the City of Cambridge
- Led a major initiative to digitize and modernize the office, paper usage went from 20 reams a quarter to 5 and the stamp budget was reduced several thousand dollars a year to a few hundred dollars

Matthew Frank
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Education

Bachelors of Science in Political Science
Concentration in Public Law and Local Government
Minor in Constitutional History
Salem State College
Magna Cum Laude, 2005

Relevant Experience

Director of Tour Operations 2013
Trademark Tours
Cambridge, MA

- Oversaw the hiring and HR of the promotions and guide staff across three different tours
- Built and maintained an online calendar for private and public tours, an average of 10 tours a day
- Coordinated meetings between ticket vendors, tour staff and business partners
- Built awareness of the tour offerings with local concierge, business groups and government
- Designed and implemented, along with the CEO, presentations
- Maintained budget and income reports
- Implemented and streamlined a new ticketing system for the flagship “Hahvahd Tour”

Chelsea City Councilor 2008-2017
City of Chelsea
Chelsea, MA

- President of the Council in 2014
- City Council liason to the casino mitigation proceedings
- Evaluated the City Manager and city departments
- Attended public meetings on a range of issues
- Communicated with constituents on issues they have an interest in
- Wrote press releases and formulate responses to the media
- Worked with City Manager Jay Ash on Economic Development issues in my District and across Chelsea as a whole

Data and Communications Consultant 2014-2020 (Off and On)
Cambridge, Boston, Charlestown and Chelsea, MA

- Created a community outreach programs for small non profits
- Designed and implemented communications plans for small businesses
- Wrote and edited newsletters for a local community program
- Consulted with a local tourism office on best practices for social media and digital communications.
- Two year project with MIT Sloan School , Publications Database update project

Photographer and Product Designer 2016- Current
Matt Frank Photography
Chelsea, MA

- Photography services for small events and functions
- Curated multiple photo exhibitions
- Provide headshots and social media images
- Took and edited photographs for municipal and non profit clients including the City of Chelsea, Town of Reading and Little Saigon (Fields Corner)