

ERIC S. FLETCHER




I am an enthusiastic and detail-oriented Executive Assistant, team player, and communicator within the areas of Information Technology, Finance, and Education. I hold a Bachelor of Science in Business Administration and Management with a concentration in Certified Financial Planning.

Figuring out where I can add value is one of my guiding principles. My motivation to succeed, enthusiasm to communicate and learn, and love of problem-solving enable me to step into any situation.

EDUCATION

- 2013 • **B.S., Business Administration and Management**
The College of Saint Rose  Albany, NY

INDUSTRY EXPERIENCE

- Current | 2017 • **Executive Assistant**
NYS Office of Information Technology Services  Albany, NY
- Assist the Chief Audit Executive in discharging their day-to-day administrative duties
 - Support our Internal Audit, Quality Assurance, and Continuous Audit teams on an administrative, technologic, and project-level basis.
 - Coordinate with senior management and other agency staff on various assignments and projects. Research issues, prepare documents and follow up with staff on assignments when needed.
- 2017 | 2015 • **Licensing Specialist**
NYS Education Department  Albany, NY
- Examined licensure applications to determine their acceptability and accuracy according to Education Laws and Regulations.
 - Communicated complex technical guidance and problem solving to businesses of all kinds, other state boards, regulators, and national council organizations.
 - Developed relationships with, and advocated for, a geographical and culturally diverse applicant base across seventeen separate professions.
 - Executed the issuing of professional licenses after ensuring all requirements have been met.
- 2014 | 2013 • **Relationship Manager**
Curran Wealth Management  Albany, NY
- Administered the daily management of approximately 100 of the firm's clients including individuals, businesses, and nonprofit organizations (~\$100 million in total assets).
 - Collaborated with the Wealth Strategist to design and maintain financial plans that addressed personal needs.
 - Conducted client annual review meetings that addressed current and future financial planning situations.



CONTACT

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TECH SKILLS

R

Python

Data Analysis

Data Visualization

Power Automate

SharePoint

InfoPath

Office 365

Google Suite

Last updated on 2020-11-03.



VOLUNTEER EXPERIENCE

Current
|
2016



Founder and Head Organizer

The Food Readers Organization

📍 Nationwide

- Founded a volunteer grassroots organization committed to promoting food system education through the development and promotion of book club communities.
- Responsible for overseeing the administration, programs and strategic plan of the organization and its chapter locations in Tuscon, AZ, Chicago, IL, and Albany, NY.

Current
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2020



Author and Maintainer

Open Source - GitHub

📍 Worldwide

- Created a popular curated collection of free learning resources for anyone interested in deepening their understanding of the R programming language.
- As of Thursday, October 29, 2020, the repository has 81 stars, 11 watchers, and has been forked 25 times.

Current
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2020



Microsoft Power Automate Team Member

NYS Office of Information Technology Services

📍 Albany, NY

- Selected to be a member of the state's Office of Information Technology Services (ITS) Power Automate Volunteer Team to help develop process automation solutions that streamline repetitive tasks and improve productivity.

2020
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2020



COVID-19 Unemployment Insurance Volunteer

New York State Department of Labor

📍 Albany, NY

- Examined unemployment insurance applications to determine their acceptability and accuracy according to the Department of Labor Regulations.
- Proactively called New Yorkers with partially completed applications to obtain the information needed to process their pandemic unemployment assistance claims.
- Identified and reviewed the information provided by claimants and entered it directly into the agency mainframe.

2016
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2014



No Veteran Dies Alone Volunteer

Veterans Affairs Hospital

📍 Albany, NY

- Provided support for Veterans, family, and staff, as requested/scheduled to companion Veterans during their final weeks, days, and hours of living.
- Greeted, escorted, and transported emergency room patients and their family members.
- Comforted anxious patients and families by providing comfort and support.

I firmly believe in the act of volunteering and utilizing my skills in a way to give back to the community at large.



ACCOMPLISHMENTS

2020



Nominated for Empire Star Public Service Award

NYS Governor's Office of Employee Relations

📍 Albany, NY

- Nominated by my peers for the Empire Star Public Service Award. This award is for those who have distinguished themselves through their dedication to serving the public with a high level of performance, integrity, and pride.

2020



Invited Speaker

NYS Forum Microsoft Office 365 - Community of Practice 📍 Albany, NY

- Invited to speak at the November 2020 NYS Microsoft Office 365 - Community of Practice session. Topic: NYS Office of Information Technology Services Power Automate volunteer group.

Actively working to make improvements and create impact are important touchstones of mine.