

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, (minor Financial Planning)**
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

Power Automate

SharePoint

Office 365

Google Suite

Data Visualization

Data Analysis


Project Planning

Last updated on 2020-10-31.




VOLUNTEER EXPERIENCE


Current
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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.



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.