ERIC S. FLETCHER

I am an enthusiastic, detail-oriented, and data-driven 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, Cum Laude
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 such as complex calendar management, travel arrangements, meeting preparation, coordination, and note-taking, screening calls and correspondence, continuity of operations planning, and drafting correspondences as needed.
- 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.
- Plan, develop, test, and implement complex process automation solutions using Power Automate, InfoPath, and SharePoint.
- Connect cross-sectional teams composed of executives, managers, and employees in the design, development, and implementation of departmental projects and initiatives.
- Liaise with ITS Finance Office, ITS Division of Legal Affairs, ITS Human Resources, and other state agency representatives and teams.
- Draft detailed policies and procedures for staff when needed.
- Edit correspondence, draft audit reports, final audit reports, presentations, etc.
- Coordinate departmental candidate hiring, onboarding, and offboarding processes.
- Manage departmental procurement efforts to include purchasing, inventorying, and reconciling of goods and services within the Statewide Financial System (SFS).
- Document and track annual performance evaluations, probationary reports, and training requirements through the Statewide Learning Management System (SLMS).
- 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.

CONTACT

✉ EricFletcher3@gmail.com
🏠 Website
in LinkedIn

TECH SKILLS

R
Java
SQL
HTML/CSS
Process Automation
Microsoft Office
Microsoft 365
Google Suite
SharePoint
Power Automate
InfoPath

Last updated on 2021-09-24.

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.
- Trained and mentored new hires.
- Developed training manuals and templates to streamline the new hire onboarding process.
- Assisted senior management with the development of pre-license procedures for newly created state professions as well as contributed to the improvement of procedures already in place for existing professions.
- Aided the Director in her effort to modernize departmental job titles and salary grades.

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.

VOLUNTEER EXPERIENCE

Current | 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 September 17, 2021, the repository has 320 stars, 22 watchers, and has been forked 67 times.

Current | 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.

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

2021 | 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.
- Oversaw the administration, programs and strategic plan of the organization and its chapter locations in Tuscon, AZ, Chicago, IL, and Albany, NY.

2020 | 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 | 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

2021 | 2020

Electronic Internal Review Form, Lead Robotic Process Automation Developer

NYS Office of Information Technology Services   📍 Albany, NY

- Developed, tested, implemented, and maintained the browser based Electronic Internal Review Form application using Microsoft Power Automate, Microsoft SharePoint, and Microsoft InfoPath.
- Worked hand in hand with stakeholders, project managers, and team members to define the project scope of work, task assignments, and related scheduling.
- Advocated for ways to foster an Agile development environment.
- On June 2, 2021, the New York State Office of Information Technology Services officially transitioned over to the Electronic Internal Review Form (e-IRF) application.
- As of September 1, 2021, my application has successfully processed 120 e-IRF forms and facilitated $110,000,000 in payments.

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

2021 ● **Microsoft Teams ITS Administrative Community**

NYS Office of Information Technology Services   📍 Albany, NY

· I developed the structure and initial content for the Microsoft Teams ITS Administrative Community in response to the Google Workplace pilot program. The development of this community also addressed the need for a safe and collaborative environment where ITS administrative professionals can come together to tackle important issues, ask pressing questions, or casually communicate with each other.

2021 ● **Microsoft Outlook Automation – Notification of Last Iteration for Meeting Series**

NYS Office of Information Technology Services   📍 Albany, NY

· In order to solve the problem of expiring recurring Outlook meetings without any notification of their upcoming end dates, I developed an automated notification system using Microsoft Power Automate. Doing so guarantees that any user can protect against recurring meetings that have upcoming end dates from expiring without having the chance to extend or change the meeting invitation.

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.
· Awardee selection put on hold due to COVID-19.

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.

2020 ● **Return to Work Staffing Arrangement Tracking Spreadsheet**

NYS Office of Information Technology Services   📍 Albany, NY

· In response to the COVID-19 pandemic, I developed our division's responsive return-to-work staffing arrangement tracking spreadsheet as well as supplemental space planning documentation. This helped ensure an orderly return that adhered to organizational policy and procedures, and was accomplished through staggered scheduling tiers and formula driven calculations.

2020 ● **IRS Safeguards Review Attachment Logs Automation**

NYS Office of Information Technology Services   📍 Albany, NY

· The Quality Assurance team asked me to help them with a task related to the IRS Safeguards Review. Specifically, they wanted me to manually type in the name of hundreds of file attachments in a separate column within many Microsoft Word tables. This manual work would have taken weeks to complete, so I instead automated it by developing a Microsoft Word macro using the Visual Basic language. This implementation of process automation turned weeks worth of work into a simple click of a button.