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

○ GitHub

TECH SKILLS

R
Java
SQL
Microsoft Office
Google Suite
SharePoint
Power Automate
InfoPath

Last updated on 2021-08-05.

2017
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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
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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
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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.

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

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

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

2021
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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 August 5, 2021, my application has successfully processed 102 e-IRF forms and facilitated $72,000,000 in payments.

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

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.