

# Eric S. Fleischer, MBA

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## ANALYTICS, INNOVATION, AND DIGITAL TRANSFORMATION EXECUTIVE

Performance-driven, dynamic leader who navigates organizations to increased levels of growth, profitability, and industry leadership through strategic insight, high yield processes, and deeply engaged teams. Transitions fluidly between strategy, process, and technology, to develop a complete execution roadmap. Champions collaboration among teams and cross-functional leaders. Systems thinker who thrives on problem solving and stepping up to complex challenges that others will not attempt. Empowering style that builds trust. Adds value in taking a company to the next level of performance and customer engagement. Core competencies include:

Program Management • Learning and Development • Business Led Full Stack Development • Digital Transformation  
• Change Management • Workforce Management • Business Intelligence & Forecasting • Lean Process Improvements • Robotic Processing Automation • Business Process Redesign

## EXPERIENCE

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**TD Ameritrade / Schwab**, Southlake, TX

**2012 – PRESENT**

### Managing Director-Business Insights and Transformation

Lead department composed of Business Intelligence, Workforce Management, LEAN, Full Stack Application Development, Systems Strategy, Human Capital Development, and Enterprise Digital Business Automation for the TD Ameritrade Institutional Business.

- Develop, deliver and support 45 operational Tableau dashboards and over 2,000 annual analytic requests.
- Develop and deliver web-based applications saving over \$1M annually.
- Roll out and sustain Lean service model for 1,100 associates. Reduced the Institutional Expenses per Client Assets (EOCA) by 45% or saving \$110M since roll out.
- Develop the operational strategies that maintain service levels while navigating a \$4B acquisition in an environment of +20% YOY growth.
- Deliver IBM's BPM tool for TD Ameritrade's Institutional, Retail, and Brokerage Operations business units, creating automation and workflow in 80% of the manual processes.

**Fidelity Investments**, Westlake, TX

**2007 – 2012**

### Director-Lean Operations Excellence

Delivered Business Process Redesign, LEAN, and Business Intelligence for Fidelity's Pricing and Cash Management Services (FPCMS) Group.

- Implemented Tableau Dashboards to 1500 associates to drive up productivity by 4% annually.
- Optimized accounting and cash management processes by eliminating non-value waste and then automating with End User Computing Solutions saving the department \$20M in labor costs.
- Built a workforce management tool that forecast demand and insured correct staffing for 1500 associates saving \$1M in annual vendor costs.

## ADDITIONAL EXPERIENCE

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**Citigroup - Vice President-Process Reengineering**

**Accenture Consulting - Electronic and High-Tech Analyst**

**Former Mayor, Mayor Pro-Tem and Councilman for Newark, Texas**

## EDUCATION

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**Master of Business Administration (MBA)** - Texas Tech University, Lubbock, TX

**Bachelor of Arts: Marketing** - Texas Tech University, Lubbock TX

**Security Industry Institute** – Wharton/University of Pennsylvania