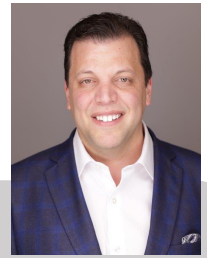


# Eric Fleischer, MBA

Analytics, Innovation & Digital Transformation Executive



## CAREER AT A GLANCE

2000 2002 2004 2006 2008 2010 2012 2014 2016 2018 2020 2022

### Citigroup

Process Reengineering, Vice President

### Fidelity

Lean Operations Excellence, Director

### TD Ameritrade/Schwab

Business Insights and Transformation, Managing Director

## LOOKING FOR

**Roles:** COO, Division President/VP, Operations VP  
**Industries:** Financial Services, Technology

## MY STRENGTHS

- **Dynamic operations executive** who navigates organizations to increased levels of growth and profitability through strategic insight, high-yield processes, and deeply engaged teams
- A transformational influence and **key member of leadership** recognized for ability to excel in diverse and challenging environments
- Skilled in attracting, developing, and leading **high-performing diverse teams**
- Blends extensive **technical experience** and deep subject matter knowledge with creative problem-solving skills and engaging interpersonal style to deliver results in key performance areas

## EXECUTIVE EXPERTISE

PASSIONATE  
INNOVATOR

TECHNOLOGY  
EVANGELIST

POWERFUL  
STORYTELLER

CULTURE  
BUILDER

LEAN  
GURU

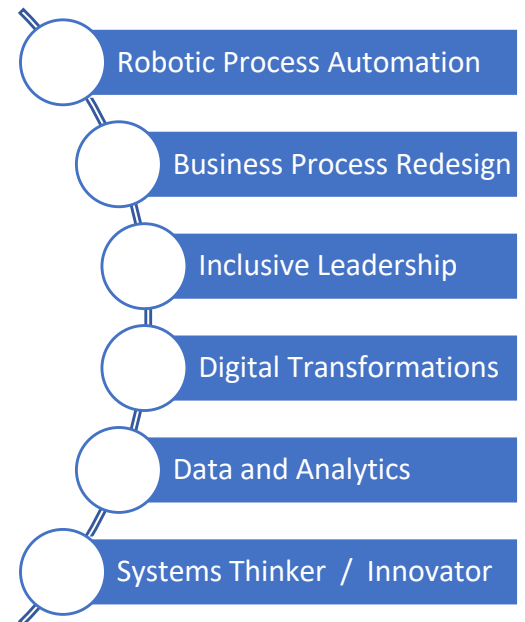
LEARNING  
AGILITY

STRATEGIC  
ARCHITECT

EMOTIONALLY  
INTELLIGENT

SERVANT  
LEADER

## DRIVING PERFORMANCE



## HIGHLIGHTS

**INCREASED** annual operating margins by 50% over 7 years while achieving a net promotor score of 75%

**DEPLOYED** lean service model for 1,100 associates, reducing the Expenses on Client Assets (EOCA) by 45%; saving \$110M since inception

**IMPLEMENTED** business technology automation tools; saving over \$1M annually

**DELIVERED** IBM's Business Process Management tool; resulting in 80% of manual processes being automated